

# **COMMUNITY SERVICES BLOCK GRANT**

**State Application and Plan**

**Federal Fiscal Years 2012**

**Office of Community Services  
Department of Labor and Industrial Relations**

**State of Hawaii**

TO: Community Services Block Grant Director

WOULD YOU PLEASE COMPLETE THIS FORM ASAP AND RETURN IT TO:

U.S. DHHS/ACF/OCS  
Division of State Assistance/CSBG  
370 L'Enfant Plaza Promenade, S. W.  
5<sup>th</sup> Floor, West  
Washington, D. C. 20447

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COMMUNITY SERVICES BLOCK GRANT PROGRAM

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HAWAII  
STATE

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OFFICE OF COMMUNITY SERVICES  
INDIAN TRIBE OR STATE ORGANIZATION

NAME OF OFFICIAL TO RECEIVE CSBG GRANT AWARD:

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MILA S. KAAHANUI, EXECUTIVE DIRECTOR  
(Name & Title)

---

OFFICE OF COMMUNITY SERVICES  
(Indian Tribe/State Agency)

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830 PUNCHBOWL STREET, ROOM 420  
(Mailing Address)

---

HONOLULU, HAWAII 96813  
(City/State, Zip Code)

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(808) 586-8675 – (808) 586-8685 --- mila.s.kaahanui@hawaii.gov  
(Area Code/Telephone Number – FAX Number – E-mail Address)

CONTACT PERSON FOR CSBG ISSUES:

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En H. Young, CSBG Program Specialist, Office of Community Services  
(Name, Title & Organization)

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830 Punchbowl Street, Room 420  
(Street Address)

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Honolulu, Hawaii 96813  
(City, State, Zip Code)

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(808) 586-8675 – (808) 586-8685 --- en.h.young@hawaii.gov  
(Area Code/Telephone Number – FAX Number – E-mail Address)

CONTACT PERSON ON AUDIT ISSUES:

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Antonio L. Sagayadoro, Senior Accountant – (808) 586-8683  
(Name, Title, & Telephone Number)

EIN NUMBER: 99-0266120

DATE: 08/30/2011

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This program has been terminated by federal government for lack of funding

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- A. Income Poverty Guidelines
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- A. Honolulu Community Action Program, Inc., Community Action Plan
- B. Hawaii County Economic Opportunity Council, Community Action Plan
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## **PART I**

### **FEDERAL FISCAL YEARS**

The Federal Fiscal Year Covered by this CSBG State Plan and Application

Is:

FFY 2012

## **PART II**

### **LETTER OF TRANSMITTAL**

NEIL ABERCROMBIE  
GOVERNOR



DWIGHT TAKAMINE  
DIRECTOR

AUDREY HIDANO  
DEPUTY DIRECTOR

MILA KA'AHANUI  
EXECUTIVE DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS  
**OFFICE OF COMMUNITY SERVICES**  
830 PUNCHBOWL STREET, ROOM 420  
HONOLULU, HAWAII 96813  
[www.hawaii.gov/labor](http://www.hawaii.gov/labor)  
Phone: (808) 586-8675 / Fax: (808) 586-8685  
Email: [dlir.ocs@hawaii.gov](mailto:dlir.ocs@hawaii.gov)

October 7, 2011

Ms. Jeannie Chaffin, Director  
U.S. Department of Health and Human Services  
Administration for Children and Families  
Office of Community Services  
Division of State Assistance  
Attention: Community Services Block Grant Program  
370 L'Enfant Promenade S.W. 5<sup>th</sup> Floor West  
Washington, D.C. 20447

RE: Refunding Application for Federal Fiscal Year (FFY) 2012

Dear Ms. Chaffin,

As our State's designated lead agency, please find attached the State of Hawai'i's refunding application for FFY 2012 Community Services Block Grant (CSBG). Through prior communication with our Regional Program Manager, Dr. James Gray, we were granted a brief extension to complete our application.

In order to realign our Needs Assessment and Public Hearing schedule and allow for Federal adjustments to the program, we have submitted an application for a single year. Pursuant to IM 125, please find one (1) original paper copy for your records.

If you have any questions, you may contact me or our CSBG Program Administrator, En Young, who can be reached at (808) 586-8675.

Sincerely,

  
MILA KAAHANUI, MSW  
Executive Director

## **PART III**

### **EXECUTIVE SUMMARY**

# **CERTIFICATIONS**

## **A. CSBG State Authority**

The Office of Community Services (OCS) in the State of Hawaii was established by the State Legislature in 1985 under Act 305, and codified in Chapter 371K of the Hawaii Revised Statutes (HRS). It is administratively attached to the Department of Labor and Industrial Relations.

The primary goals of OCS are to:

1. Improve the delivery of services to disadvantaged persons, immigrants and refugees;
2. Assume responsibility and accountability for successfully carrying out OCS programs, policies and priorities; and
3. Improve state responsiveness to the needs of OCS' target populations.

OCS was established as a result of combining four offices, one of which was the Hawaii Office of Economic Opportunity (HOEO). HOEO was responsible for administering the Community Services Block Grant (CSBG) in the State. For this reason, the implementation of CSBG subsequently became a primary responsibility of OCS, having its philosophical roots in the Economic Opportunity Act of 1964.

The Executive Director of OCS, in conjunction with program and planning staff, oversees the implementation of the office's statutory responsibilities and legislatively mandated programs. Services administered by OCS are contracted to community action agencies and other private non-profit agencies throughout the state.

## **B. Designation of Lead Agency to Administer the CSBG Program**

In response to Section 676(a) of the Act, it is the responsibility of the Chief Executive of each State to designate an appropriate State agency to act as lead agency for the administration of the CSBG grant. In the original Executive Order issued by the Governor in the mid-1960s, HOEO was designated as the lead agency for administering CSBG programs in the State of Hawaii. This authority was passed on to OCS at the time HOEO was incorporated into OCS in 1985 under Chapter 371K, HRS. To this day, OCS continues to manage the CSBG throughout the State of Hawaii, in close collaboration with the four community action agencies.

Designated State Lead Agency: State Office of Community Services

Director of Designated State Agency: Mila Kaahanui



## C. State Application and Plan

### 1. Public Hearings

2. The Hawaii State Legislature held a public hearing at the request of OCS for the CSBG FY 2010 & 2011 State Application and Plan on August 18, 2009, at the Hawaii State Capitol Building. To comply with Section 676(a)(2)(B), announcements of the legislative hearing were posted at the State Capitol and at other public facilities throughout the State. The legislative hearing provided an opportunity for public and private agencies and low-income individuals and families to testify on the CSBG State Application and Plan.

### 3. Legislative Hearing

4. The Hawaii State Legislature held a public hearing at the request of OCS for the FFY 2010 & 2011 CSBG State Application and Plan on August 18, 2009, at the Hawaii State Capitol Building. The legislative hearing provided an opportunity for public and private agencies and low-income individuals and families to testify on the CSBG State Application and Plan and for legislators to learn about and provide input on the Hawaii CSBG program.

### 5. Public Inspection of State Plan

6. In order facilitate review of and comment on the FFY 2010 & 2011 CSBG State Application and Plan, as required under Section 676(e)(2), the draft Application and Plan was made available at the Office of Community Services, at the offices of the Community Action Agencies located in each of the four counties, and at the Hawaii State

Legislature's Senate Committee on Ways and Means and House of Representatives Committee on Finance.

As a part of the biennial Application and Plan required by subsection 676(b) of the Community Services Block Grant Act, as amended (42 U.S.C. 9901 et seq.) (The Act), the designee of the chief executive of the State hereby agrees to the Assurances in Section 676 of the Act.

## D. Programmatic Assurances

### 1. Funds made available through this grant or allotment will be used –

- a. To support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), homeless families and individuals, migrant or seasonal farm workers, and elderly low-income individuals and families, to enable the families and individuals to:
  - i. Remove obstacles and solve problems that block the achievement of self-sufficiency (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of Title IV of the Social Security Act);

- ii. Secure and retain meaningful employment;
  - iii. Attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;
  - iv. Make better use of available income;
  - v. Obtain and maintain adequate housing and a suitable living environment;
  - vi. Obtain emergency assistance through loans, grants, or other means to meet immediate and urgent family and individual needs; and
  - vii. Achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to -
    - document best practices based on successful grassroots intervention in urban areas, develop methodologies for widespread replication; and
    - strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts.
- b. To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as –
- (i) Programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and
  - (ii) After-school child care programs; and
  - (iii) To make more effective use of, and to coordinate with, other programs related to the purposes of this subtitle (including State welfare reform efforts).  
676(b)(1)]
2. To describe how the State intends to use discretionary funds made available from the remainder of the grant or allotment described in Section 675C(b) in accordance with this subtitle, including a description of how the State will support innovative community and neighborhood-based initiatives related to the purposes of this subtitle;  
[676(b)(2)]
3. To provide information provided by eligible entities in the State, containing –
- a. A description of the service delivery system, for services provided or coordinated with funds made available through grants made under Section 675C(a), targeted to low-income individuals and families in communities within the State;

- b. A description of how linkages will be developed to fill identified gaps in the services, through the provision of information, referrals, case management, and follow-up consultations;
  - c. A description of how funds made available through grants made available through grants made under Section 675C(a) will be coordinated with other public and private resources; and
  - d. A description of how local entities will use the funds to support innovative community and neighborhood-based initiatives related to the purposes of this subtitle, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. [676(b)(3)]
- 4. To ensure that eligible entities in the State will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals; r 676(b)(4)]
- 5. That the State and the eligible entities in the State will coordinate, and establish linkages between, governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services, and a description of how the State and the eligible entities will coordinate the provision of employment and training activities as defined in Section 101 of such Act, in the State and in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act of 1998; P676(b)(5)1
- 6. To ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in such community; [4676(b)(6)]
- 7. To permit and cooperate with Federal investigations undertaken in accordance with Section 678D; [4676(6)(7)]
- 8. That any eligible entity in the State that received funding in the previous fiscal year through a community services block grant made under this subtitle will not have its funding terminated under this subtitle, or reduced below the proportional share of funding the entity received in the previous fiscal year unless, after providing notice and an opportunity for a hearing on the record, the State determines that cause exists for such termination or such reduction, subject to review by the Secretary as provided in Section 678C(b)of the Act; r676(b)(8)]
- 9. That the State and eligible entities in the State will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations; [676(b)(9)]

10. To require each eligible entity in the State to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation; [676(b)(10)]
11. To secure from each eligible entity in the State, as a condition to receipt of funding by the entity through a community services block grant made under this subtitle for a program, a community action plan (which shall be submitted to the Secretary, at the request of the Secretary, with the State plan) that includes a community-needs assessment for the community served, which may be coordinated with community-needs assessments conducted for other programs; [676(b)(11)]
12. That the State and all eligible entities in the State has, since fiscal year 2001, participated in the Results Oriented Management and Accountability System, another performance measure system for which the Secretary facilitated development pursuant to Section 678E(b) of the Act; [676(b)(12)] and
13. To provide information describing how the State will carry out the assurances described in this subsection. [676(b)(13)]

**E. Administrative Assurances**

The State further agrees to the following, as required under the Act:

1. To submit an application to the Secretary containing information and provisions that describe the programs for which assistance is sought under the community services block grant program prepared in accordance with and containing the information described in Section 676 of the Act; [675A(b)]
2. To use not less than 90 percent of the funds made available to the State by the Secretary under Section 675A or 675B of the Act to make grants to eligible entities for the stated purposes of the community services block grant program and to make such funds available to eligible entities for obligation during the fiscal year and the succeeding fiscal year; [675(a)(1) and (2)]
3. To spend no more than the greater of \$55,000 or 5 percent of its grant received under Section 675A or the State allotment received under Section 675B for administrative expenses, including monitoring activities; [675C(b)(2).]
4. In states with a charity tax credit in effect under state law, the State agrees to comply with the requirements and limitations specified in Section 675(c) regarding use of funds for statewide activities to provide charity tax credits to qualified charities whose predominant activity is the provision of direct services within the United States to individuals and families whose annual incomes generally do not exceed 185 percent of the poverty line in order to prevent or alleviate poverty amount such individuals and families; [675(c)]

5. That the lead agency will hold at least one hearing in the State with sufficient time and statewide distribution of notice of such hearing, to provide to the public an opportunity to comment on the proposed use and distribution of funds to be provided through the grant or allotment under Section 675A or '675B for the period covered by the State plan; [676(a)(2)(B)]
6. That the chief executive officer of the State will designate an appropriate State Agency for purposes of carrying out State community services block grant program activities; [676(a)(1)]
7. To hold at least one legislative hearing every three years in conjunction with the development of the State plan; [676(a)(3)]
8. To make available for public inspection, each plan or revised State plan in such a manner as will facilitate review of and comment on the plan; [676(e)(2)]
9. To conduct the following reviews of eligible entities:
  - a. Full onsite review of each such entity at least once during each three-year period;
  - b. An onsite review of each newly designated entity immediately after the completion of the first year in which such entity receives funds through the community services block grant program;
  - c. Follow-up reviews including prompt return visits to eligible entities, and their programs, that fail to meet the goals, standards, and requirements established by the State; and
  - d. Other reviews, as appropriate, including reviews of entities with programs that have had other Federal, State, or local grants (other than assistance provided under the CSBG program) terminated for cause. [678B(a)]
10. In the event that the State determines that an eligible entity fails to comply with the terms of an agreement or the State plan, to provide services under the community services block grant program or to meet appropriate standards, goals, and other requirements outlined in Section 678C of the Act, to:
  - a. Inform the entity of the deficiency to be corrected;
  - b. Require the entity to correct the deficiency;
  - c. Offer training and technical assistance as appropriate to help correct the deficiency, and submit to the Secretary a report describing the training and technical assistance offered or stating the reasons for determining that training and technical assistance are not appropriate;
  - d. At the discretion of the State, offer the eligible entity an opportunity to develop and implement, within 60 days after being informed of the deficiency, a quality improvement plan and to either approve the proposed plan or specify reasons why the proposed plan cannot be approved; and

- e. After providing adequate notice and an opportunity for a hearing, initiate proceedings to terminate the designation of or reduce the funding to the eligible entity unless the entity corrects the deficiency. [678(C)(a)]
11. To establish fiscal controls, procedures, audits and inspections, as required under Sections 678D(a)(1) and 678D(a)(2) of the Act;
  12. To repay to the United States amounts found not to have been expended in accordance with the Act, or the Secretary may offset such amounts against any other amount to which the State is or may become entitled under the community services block grant program; [678D(a)(3)]
  13. To continue to participate, and ensure that all eligible entities in the State participate, in the Results-Oriented Management and Accountability (ROMA) System; [678E(a)(1)]
  14. To prepare and submit to the Secretary an annual report on the measured performance of the State and its eligible entities, as described under 678E(a)(2) of the Act;
  15. To comply with the prohibition against use of community services block grant funds for the purchase or improvement of land, or the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy-related home repairs) of any building or other facility, as described in Section 678F(a) of the Act;
  16. To ensure that programs assisted by the community services block grant funds shall not be carried out in a manner involving the use of program funds, the provision of services, or the employment or assignment of personnel in a manner supporting or resulting in the identification of such programs with any partisan or nonpartisan political activity or any political activity associated with a candidate, or contending faction or group, in an election for public or party office; any activity to provide voters or prospective voters with transportation to the polls or similar assistance with any such election, or any voter registration activity; [678F(b)]
  17. To ensure that no person shall, on the basis of race, color, national origin or sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity funded in whole or in part with community services block grant program funds. Any prohibition against discrimination on the basis of age under the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.) or with respect to an otherwise qualified individual with a disability as provided in Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 12131 et seq.) shall also apply to any such program or activity. [678F(c)]
18. Section 679. Operational Rule:
    - a. Religious Organizations Included as Nongovernmental Providers. For any program carried out by the Federal Government, or by a State or local government under this subtitle, the government shall consider, on the same basis as other nongovernmental organizations, religious organizations to provide the assistance under the program, so long as the program is implemented in a manner consistent with the Establishment Clause of the First Amendment of the U.S. Constitution. Neither the Federal Government nor a State or local government receiving funds

under this subtitle shall discriminate against an organization that provides assistance under, or applies to provide assistance under, this subtitle, on the basis that the organization has a religious character.

**b. Religious Character and Independence.**

- i. In General.** A religious organization that provides assistance under a program described in subsection (a) shall retain its religious character and control over the definition, development, practice, and expression of its religious beliefs.
- ii. Additional Safeguards.** Neither the Federal Government nor a State or a local government shall require a religious organization:
  - To alter its form of internal governance, except (for purposes of administration of the community services block grant program) as provided in section 676B; or
  - To remove religious art, icons, scripture, or other symbols; in order to be eligible to provide assistance under a program described in subsection (a).
- iii. Employment Practices.** A religious organization's exemption provided under section 702 of the Civil Rights Act of 1964 (42 U.S.C. 2000e-1) regarding employment practices shall not be affected by its participation in, or receipt of funds from, any program described in subsection (a).

**c. Limitations on Use of Funds for Certain Purposes.** No funds provided directly to a religious organization to provide assistance under any program described in subsection (a) shall be expended for sectarian worship, instruction, or proselytization.

**d. Fiscal Accountability.**

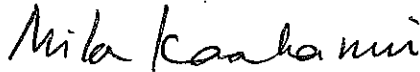
- i. In General.** Except as provided in paragraph (2), any religious organization providing assistance under any program described in subsection (a) shall be subject to the same regulations as other nongovernmental organizations to account in accord with generally accepted accounting principles for the use of such funds provided under such program.
- ii. Limited Audit.** Such organization shall segregate government funds provided under such program into a separate account. Only the government funds shall be subject to audit by the government.

**e. Treatment of Eligible Entities and Other Intermediate Organizations.** If an eligible entity or other organization (referred to in this subsection as an 'intermediate organization'), acting under a contract, or grant or other agreement, with the Federal Government or a State or local government, is given the authority under the contract or agreement to select nongovernmental organizations to provide assistance under the programs described in subsection (a), the intermediate organization shall have the same duties under this section as the government.

## F. Other Administrative Certifications

The State also certifies the following:

1. To provide assurances that cost and accounting standards of the Office of Management and Budget (OMB Circular A-110 and A-122) shall apply to a recipient of community services block grant program funds.
2. To comply with the requirements of Public Law 103-227, Part C Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994, which requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18 if the services are funded by a Federal grant, contract, loan or loan guarantee. The State further agrees that it will require the language of this certification be included in any sub-awards, which contain provisions for children's services and that all sub-grantees shall certify accordingly.



Signature

Mila Kaahanui, Executive Director

Administrator/Director of Designated Lead Agency

09/30/2011

Date



## **A. Administrative Structure**

### **1. State Administrative Agency**

#### **a. Mission and responsibilities of the State Office of Community Services (OCS).**

OCS is mandated to facilitate and enhance the development, delivery and coordination of effective programs for economically disadvantaged persons, immigrants and refugees; provide advice and assistance to the executive branch, the legislature and other private human service agencies on behalf of the target population; and improve responsiveness to those in need through partnerships with public and private sectors.

#### **b. Goals and objectives of OCS:**

- i.** Establish statewide goals and objectives relating to disadvantaged persons, immigrants, and refugees;
- ii.** Study the facts concerning the needs of disadvantaged persons, immigrants and refugees in the State through adequate research studies, such research to be carried out through the departments or agencies of the state and county governments responsible for providing services in the fields of health, education, social welfare, employment and related areas. Where such research cannot be done within such established agencies, it shall be carried out by this office or contracted by this office;
- iii.** Review legislation pertaining to programs within the purview of the office and appropriations made for services to disadvantaged persons, immigrants and refugees, recommend revisions and additions needed, and report to the Governor regarding such legislation;
- iv.** Evaluate the availability, adequacy, and accessibility of all services for disadvantaged persons, immigrants and refugees within the State;
- v.** Assist and coordinate the efforts of all public and private agencies providing services which affect disadvantaged persons, immigrants and refugees including, without limitation to the generality of the foregoing, the Department of Education, Health, Human Services, Labor and Industrial Relations, and report such facts and recommendations to the Governor and Legislature. The executive heads of all such departments and agencies shall make available to OCS such information as the office deems necessary for the effective discharge of its duties;
- vi.** Maintain contacts with local, state and federal officials and public and private agencies concerned with planning for disadvantaged persons, immigrant and refugees; and
- vii.** Encourage and foster local action on behalf of disadvantaged persons, immigrant and refugees.

## 2. Eligible Entities

### List of Eligible Entities

Honolulu Community Action Program, Inc.  
33 South King Street, Suite 300  
One South King Building  
Honolulu, Hawaii 96813

Hawaii County Economic Opportunity Council  
47 Rainbow Drive  
Hilo, Hawaii 96720

Maui Economic Opportunity, Inc.  
99 Mahalani Street  
Wailuku, Hawaii 96793

Kauai Economic Opportunity, Incorporated  
2804 Wehe Road  
Lihue, Hawaii 96766

### Geographic Areas Served

The State of Hawaii consists of four counties: (1) **Honolulu County** (commonly referred to as the City and County of Honolulu) with a low-income population of 85,138; **Hawaii County** having 25,362 low-income people; **Maui County** with 14,724 low-income individuals; and, **Kauai County** at 6,672 low-income individuals. The total population of the State is estimated at 1,360,301 with 9.6 percent poor, according to the U.S. Census Bureau. The entire State of Hawaii is capped, meaning that Honolulu Community Action Program, Inc. serves the City and County of Honolulu; Hawaii County Economic Opportunity Council, the County of Hawaii; Maui Economic Opportunity, Inc., the County of Maui; and Kauai Economic Opportunity, Inc., the County of Kauai.

## 3. Distribution and Allocation of Funds

The planned distribution of CSBG funds for Federal Fiscal Year 2012, based upon the grant award received for Federal Fiscal Year 2011, is as follows:

State Office of Community Services	\$	178,664
State Discretionary Funds		178,664
Honolulu Community Action Program, Inc.		1,950,624
Hawaii County Economic Opportunity Council		639,695
Maui Economic Opportunity, Inc.		368,668
Kauai Economic Opportunity, Inc.		256,965
Total		*\$3,573,280

\*2012 distribution amounts do not include carry-over funding amounts

## **B. Description of Criteria and Distribution Formula**

Ninety percent (90%) of Hawaii's CSBG funding allotment for each fiscal year will be awarded to the eligible entities, with the remainder to be used by the State for administrative expenses, including monitoring activities and discretionary projects.

Amounts at or below \$1,399,024 (CSBG funding level for FY 1989) shall be distributed as previously estimated by the Community Services Administration (formerly, Office of Economic Opportunity): Honolulu Community Action Program at 53.97 percent; Hawaii County Economic Opportunity Council at 17.91 percent; Maui Economic Opportunity at 15.65 percent; and Kauai Economic Opportunity at 12.47 percent.

If there is a reduction of CSBG funds from the aforementioned amount in Federal Fiscal Year 2012, the allocation of funds to eligible entities shall not be reduced below the proportional share of funding received in the previous year. However, if there is an increase in CSBG funding above the FY 1989 level, the additional amounts allocated to the eligible entities shall be determined according to the distribution of the poor population in each county as determined by the most recent U. S. Census Bureau figures available.

## **C. Description of Distribution and Use of Restricted Funds**

Funds used by eligible entities shall be distributed as outlined in Part V, Sections A(3) & B of the CSBG State Application and Plan, and directed towards activities that reduce poverty, revitalize low-income communities and empower low-income individuals and families to become fully self-sufficient throughout the State of Hawaii. CSBG funds will be used by eligible entities to cover both administrative and program costs, training and technical assistance, and for other purposes as outlined in the CSBG Act.

CSBG funds that are distributed by the State CSBG office to an eligible entity in a fiscal year, and have not been expended by such entity in that fiscal year, shall remain with such entity for carryover into the next fiscal year for expenditure by such entity consistent with program purposes.

## **D. Description of Distribution and Use of Discretionary Funds**

During Federal Fiscal Year 2012, ninety percent (90%) of the CSBG funds allotted to the State will be awarded to eligible entities. The four (4) Community Action Agencies as well as other neighborhood-based organizations that help to eliminate poverty shall use the additional five percent (5%) over the required ninety percent (90%) required under Section 675C(a), which may be used for discretionary programs, for training and technical assistance (T/TA) purposes, and for other activities consistent with the CSBG Act, including innovative community and neighborhood-based initiatives. Furthermore, if the State OCS uses less than 5% of CSBG funding for administrative purposes pursuant to subsection E, below, the State OCS may use the remainder for discretionary purposes pursuant to Section 675C (b)(1).

As a part of their Results Oriented and Management Accountability (ROMA) planning systems, eligible entities shall include outcome objectives directed at innovative community and neighborhood-based initiatives as part of their work program. Such objectives shall demonstrate the changes that will take place as a result of implementing such programs at the community and neighborhood levels.

## **E. Description of Use of Administrative Funds**

Not more than five percent (5%) of the CSBG grant will be used for State administrative expenses, including monitoring activities. Approximately, five-sixths of funds expended will be used to pay for personnel costs. The remaining amount will be spent for travel to and from monitoring sites, conferences sponsored by the National Association for State Community Services Programs or other CSBG program-related organizations, per diem, ground transportation expenses, telephone calls, copying, postage, office supplies and necessary equipment, and other items consistent with the purposes of administering the CSBG Act.

The use of CSBG funds for the Charity Tax Credit Program does not apply in the State of Hawaii.

## **F. State Community Services Program Implementation**

### **1. Program Overview**

Eligible entities are required to submit annual Community Action Plans that are attached to the CSBG Application and Plan submitted to the National OCS for review and approval.

#### **a. The Service Delivery System**

Detailed information provided by eligible entities throughout the State on their service delivery systems may be found in the Attachment, Community Action Plans, Part B, of this document.

Geographical areas served and a listing of eligible entities (grantees) can be located in Part V, Section A (2) (a) and (b) of this document.

#### **b. Linkages**

Detailed information provided by eligible entities throughout the State on linkages may be found in the Attachment, Community Action Plans, Part C, of this document.

#### **c. Coordination with Other Public and Private Resources**

Detailed information provided by eligible entities throughout the State on their coordination with other public and private resources may be found in the Attachment, Community Action Plans, Part D, of this document.

#### **d. Innovative Community and Neighborhood-Based Initiatives**

Detailed information provided by eligible entities throughout the State on their plans for innovative community and neighborhood-based initiatives may be found in the Attachment, Community Action Plans, Part E, of this document.

### **2. Community Needs Assessment**

Detailed information provided by eligible entities throughout the State on their community needs assessment may be found in the Attachment, Community Action Plans, Part A, of this document.

### 3. Tripartite Board

Each applicant community action agency must provide to the State OCS written assurance that they shall meet the requirements relating to board composition as defined in Section 676B of the CSBG Act. In so doing, it must provide an addendum to its funding application with a list of current board members, identifying the group, organization or sector represented. During Fiscal Year 2012, OCS staff will attend periodic board meetings of each of the community action agencies and review board minutes for the purpose of monitoring this requirement.

### 4. State Charity Tax Program

Not Applicable.

## G. Programmatic Assurances

### 1. Assurance Section 676(b)(1). Funds made available through the grant or allotment will be used:

- a. To support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et.m.), homeless families and individuals, migrant or seasonal farm workers, and elderly low-income individuals and families. Such activities will enable the families and individuals:
  - i. to remove obstacles and solve problems that block the achievement of self-sufficiency (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of Title IV of the Social Security Act);
  - ii. to secure and retain meaningful employment;
  - iii. to attain an adequate education, with particular attention toward improving literacy skills of the low-income families in the communities involved, which may include carrying out family literacy initiatives;
  - iv. to make better use of available income;
  - v. to obtain and maintain adequate housing and a suitable living environment;
  - vi. to obtain emergency assistance through loans, grants, or other means to meet immediate and urgent family and individual needs; and
  - vii. to achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partner to document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood of community policing effort,

- b. To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development programs that have demonstrated success in preventing or reducing youth crime, such as programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and after-school child care programs; and
- c. To make more effective use of, and to coordinate with, other programs related to the purposes of this subtitle (including State welfare reform efforts).

In order to receive CSBG funds, eligible entities shall be required to submit detailed work programs and budgets to the State OCS which support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of title IV of the Social Security Act (42 U.S.C.601 et seq.), homeless families and individuals, migrant or seasonal farm workers, and elderly low-income individuals and families.

The governing boards of these agencies must assure the State OCS that it will provide services and activities identified in the work program that assist low income individual and families: remove obstacles and solve problems that impede progress toward self-sufficiency; secure and retain meaningful employment; attain an adequate education; make better use of available income; obtain and maintain adequate housing and a suitable living environment; obtain emergency assistance through loans, grants or other means to meet immediate and urgent family and individual needs; and achieve greater participation in the affairs of the community. Eligible entities also shall be required to address the needs of youth in low-income communities through innovative youth development programs and community collaborations.

Program objectives presented in the work program must be identified by one or more of the activities indicated under Part V (G)(1)(a)(i-vii) of the CSBG Plan. Prioritization of program objectives will be required by applicant agencies for Federal Fiscal Year 2012.

Best practices based on successful grassroots intervention within urban and rural areas will be submitted by eligible entities to the State OCS on an annual basis to be included in the CSBG informational system survey (CSBG/IS) report. The report, which is submitted to the U. S. Congress, is also distributed throughout the US and its territories, and therefore can be used for widespread replication.

Cooperative agreements previously made with the State Departments of Labor and Industrial Relations, Human Services, Health and Education shall be retained in Federal Fiscal Year 2012 to assure coordination and effective delivery of services to low-income persons, including homeless individuals and families, migrant or seasonal farm workers, and the elderly poor.

The State OCS shall also oversee each of its agreements for delivery of services with private non-profit agencies in accordance with the directives outlined in Part V(G)(1)(a-c) of the CSBG Plan. None of the funds received under these agreements shall be used for purposes of

entertainment or perquisites, the purchase or improvement of land, or the purchase, construction or permanent improvement of any building or other facility.

The State OCS shall continue to represent the poor on various boards and committees in the private sector to encourage efforts to reduce poverty, revitalize low-income communities and to empower low-income families and individuals to become fully self-sufficient. The State OCS shall also request its other contracted agencies to participate in the intent of Part V, Section G(l)(a-c) of the CSBG State Application and Plan.

## 2. Assurance Section 676(b)(4)

Eligible entities in the State will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals;

The State OCS presently receives food from the US Department of Agriculture to coordinate The Emergency Food Assistance Program (TEFAP). Eligible entities under contract with the State OCS may to participate in the distribution of food to needy persons through TEFAP. Participation in this program shall partially fulfill the emergency situation cited in this section in that CSBG funds may be used to defray the cost of distributing food to needy individuals and families. The State OCS shall also encourage eligible entities to distribute and provide food to needy persons through food pantries in coordination with local food banks, or through their own meal service programs.

## 3. Assurance Section 676(b)(5)

The State and the eligible entities in the State will coordinate and establish linkages among governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services, and State and the eligible entities will coordinate the provision of employment and training activities in the State and in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act of 1998.

The State OCS is administratively attached to the Department of Labor and Industrial Relations (DLIR), where it has direct access to information and other offices dealing with the coordination of employment and training activities throughout the State, including those supported by WIA. The State OCS will keep eligible entities abreast of information and opportunities available statewide for collaborative efforts concerning DLIR employment and training activities. Furthermore, eligible entities strategically dispersed throughout the State will continue to participate as partners in WIA—sponsored One-Stop-Centers.

Cooperative agreements previously made by the State OCS and eligible entities with the State departments of Labor and Industrial Relations, Human Services, Health and Education shall be retained in Federal Fiscal Year 2012, and new cooperative agreements to initiate or expand workforce training and employment activities shall be encouraged.

#### **4. Assurance Section 676(b)(6)**

The State OCS will ensure best efforts to coordinate antipoverty programs in each community in the State, and ensure, where appropriate, that emergency energy crisis intervention programs under title XXVI (relating to low-income home energy assistance) are conducted in such community.

Using its own network of service provider agencies and its unique statutory position as the State's principal office responsible for the coordination of programs for the needy, poor, and disadvantaged persons, the State OCS shall continue to foster communication and collaboration among anti-poverty programs run by both public and private organizations.

Community action agencies in Hawaii will continue to provide services emergency energy crisis services and resources throughout the state through the Low-Income Home Energy Assistance Program (LIHEAP) under Title XXVI. The State OCS shall act as a conduit, when necessary, between the eligible entities and the State Department of Human Services, the principal funding agency for LIHEAP.

#### **5. Assurance Section 676(b)(9)**

The State OCS and eligible entities will, to the maximum extent possible, coordinate programs and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.

Eligible entities will be required to submit to the State OCS, with their annual applications, a list of public and private organizations in the community servicing low-income residents with whom they have formed or intend to form cooperative service agreements. The list shall include religious, charitable and other community organizations serving the low-income population. The State OCS shall review the list at the time of submittal of the annual applications and check for compliance during monitoring activities.

### **H. Fiscal Controls and Monitoring**

#### **1. State Program Monitoring**

- a. Full onsite review of each such entity at least once during each three-year period;**

The State OCS will conduct a full onsite review of each entity at least once every three years. Such review will include administrative, fiscal, personnel and program components of such agencies. Program monitoring; however, will continue to be conducted each year as required by Chapter 103F, Hawaii Revised Statutes.

- b. Onsite review of each newly designated entity immediately after the completion of the first year in which such entity receives funds through the CSBG program;**



If an agency becomes disqualified to receive CSBG funding and a new entity is designated to take its place, the State OCS will perform an onsite review of such agency after the completion of its first year of operation.

- c. Follow-up reviews including prompt return visits to eligible entities, and their programs, that fail to meet the goals, standards, and requirements established by the State;

The State OCS requires each grantee receiving CSBG funds to submit a program progress report thirty days following each quarter of the federal fiscal year. At this time, the State OCS reviews the goals, standards and requirements including outcome objectives of each program. If eligible entities fail to meet these qualifications, immediate notice will be given to them in writing, which may include follow-up on-site reviews of the programs in question.

- d. Other reviews as appropriate, including reviews of entities with programs that have had other Federal, State or local grants (other than assistance provided under the CSBG program) terminated for cause.

The State OCS will conduct other reviews, as necessary. If an eligible entity has a Federal, State or local grant terminated for cause, OCS will schedule a review of such agency to determine the rationale for termination and whether it may affect the operations of other programs in the agency.

- 2. The dates of the last audits conducted for each eligible entity and the period covered by the audits are as follows:

<u>Agency</u>	<u>Date of Last Audit</u>	<u>Period Covered</u>
HCAP	11/12/10	FYE 03/31/10
HCEOC	06/31/11	FYE 09/30/10
KEO	11/03/10	FYE 06/30/10
MEO	05/30/10	FYE 06/30/10

### 3. Corrective Action, Termination and Reduction of Funding

If an eligible entity fails to comply with the terms of the CSBG agreement or the State plan to meet appropriate standards, goals, and other requirements, including performance objectives, such agency will receive written notice of said deficiency or deficiencies upon receiving direction and advice from the State Attorney General's Office. Every agreement awarded to an eligible entity shall contain a clause providing for corrective action, termination of the agreement, either in whole or in part, for non-performance, and reduction in funds. Such a clause shall also require that the State OCS give advanced notice of ten working days to the agency that includes a brief statement of the reason for said action.

#### 4. Fiscal Controls, Audits and Withholding

The State OCS has developed and adopted fiscal policies, which will assist in facilitating an effective CSBG program in the State of Hawaii. In addition to the basic requirements contained in the agreements between the State OCS and eligible entities, these policies shall be issued in the form of numbered memoranda, and shall be amended, increased, or decreased, as needed. The provisions of these policies shall be binding on the CSBG sub-grantees.

Regular fiscal reports shall be provided by recipient organizations. They shall be required to submit expenditures reports (State OCS Form 310) to the State OCS. These reports shall be due no later than thirty (30) days following the end of each quarter and a final expenditure report sixty (60) days after the last quarter of the Federal Fiscal Year. Program and fiscal staff will be required to review financial records at the time of their monitoring on-site visitations.

CSBG funds made available by the State OCS will be audited on an annual basis in accordance with the requirements of OMB Circular A-133, "Audits of State, Local Governments, and Other Non-Profit Organizations", requiring that the audit be conducted using generally accepted audit standards, including "Standards for Audit for Governmental Organizations, Program, Activities, and Functions", published by the General Accounting Office (GAO). Also, the provisions of OMB Circular A-128, "Audits of State and Local Governments", shall apply to the administration of the CSBG program.

The local recipients' audits will be conducted by independent CPA firms selected by each organization and approved by the State OCS. The State OCS will require both financial and compliance audits of CSBG funds contracted to eligible entities. Funds for the audit will be set aside by the organizations in their annual budgets.

##### a. Federal Investigations, Section 676(b)(7)

The State OCS will permit and cooperate with Federal investigations undertaken in accordance with Section 678D of the Act. The State OCS shall cooperate and assist in these investigations by facilitating meetings with agencies under investigation and by providing necessary documentation and other items, as needed.

##### b. Proportional Share of Funding, Section 676(b)(8)

The State OCS shall fully comply with the assurance that eligible entities will not have their funding terminated or reduced below the proportional share of funding they received in the previous federal fiscal year, unless provided notice and an opportunity for a hearing on the record to determine that cause exists for such termination or such reduction, subject to review by the Secretary as provided in Section 678C(b) of the Act. If cause shall exist, proper action shall be carried out by procedures determined by the State Attorney General's office.

**c. Petition for Adequate Board Representation, Section 676(b)(10)**

The State will require each eligible entity to establish procedures by which low-income individuals, community or religious organizations, or representatives of low-income individuals that consider its organization to be inadequately represented on the board of the eligible entity, to petition for adequate representation.

**I. Accountability and Reporting Requirements**

**1. Results Oriented Management and Accountability, Section 676(b)(12)**

The State OCS shall require all eligible entities, as part of their grant applications, to prepare and submit a list of outcome objectives that will be identified and developed following the Results Oriented Management and Accountability (ROMA) System. The State OCS will monitor these outcome objectives throughout the year through quarterly Program Progress Reports and by making an on-site visit during the Federal Fiscal Year. At such a time, the State OCS will analyze these outcome objectives to measure eligible entities' performance in promoting self-sufficiency, family stability and community revitalization. The objectives will conform to the performance measures meeting the following National Goals of the CSBG program:

- Goal 1: Low-income people become more self-sufficient (self-sufficiency)
- Goal 2: The conditions, in which low-income people live, are improved (community revitalization).
- Goal 3: Low-income people own a state in their community.
- Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.
- Goal 5: Agency increases their capacity to achieve results.
- Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems (family stability).

**2. Annual Report, Section 678E(a)(2)**

The CSBG Act requires each State to prepare and submit an annual report on the measured performance levels of the State and its eligible entities. The report must include minimum information that describes in detail CSBG activities and services as well as addresses outcomes that measure how CSBG funds were used to promote self-sufficiency, family stability and community revitalization.

**a. Performance Objectives**

Eligible entities must submit their final Program Progress Reports, which includes (a) performance objectives and (b) program accomplishments and activities, sixty days after the last quarter of the Federal Fiscal Year. Thus, the final annual reports for

FY 2012 will be submitted to the State OCS in the first quarter of FY 2013. The State OCS will, in turn, submit information on performance objectives to the National OCS in its CSBG/IS report in the first quarter of calendar year 2013.

- b. Funds to Eligible Entities (as shown in previous State Plan) vs. Actual Expenditures**  
CSBG Funds (including carry-over and discretionary funds) awarded to eligible entities for Federal Fiscal Year 2011 are as follows:

Honolulu Community Action Program, Inc.	\$2,848,734
Hawaii County Economic Opportunity Council	687,613
Maui Economic Opportunity, Inc.	427,913
Kauai Economic Opportunity, Incorporated	373,427

Actual final expenditure figures are required to be submitted to State OCS no later than 60 days after the last quarter of the FFY 2011. Therefore, the Funds to Eligible Entities vs. Actual Expenditures report will be submitted to National OCS in its CSBG/IS report in the first quarter of calendar year 2012.

- c. Planned Distribution of Funds for Discretionary Purposes (as shown in previous State Plan) vs. Actual Expenditures**

The five percent of CSBG funds allowed for discretionary purposes were passed on to eligible entities and are included in the table shown above. Therefore, this information will also be submitted to National OCS in the CSBG/IS report in the first quarter of calendar year 2010.

- d. Planned Distribution of Funds for State Administration (as shown in previous State Plan) vs. Actual Expenditures.**

CSBG Funds (including carry-over funds) awarded to the State OCS Administration for Federal Fiscal Year 2009 is shown as follows:

State Office of Community Services	\$178,664
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Actual final expenditures will not be known until after the last quarter of the current Federal Fiscal Year. Therefore, the Planned Distribution of Funds for State Administration vs. Actual Expenditures report will be submitted to National OCS in the CSBG/IS report in the first quarter of calendar year 2012.

- e. Profile of Participants Served (Number and Characteristics of Clients) – The Profile of Participants Served report is due sixty days after the last quarter of the Federal Fiscal Year. Therefore, this information will be submitted to National OCS in the CSBG/IS report in the first quarter of calendar year 2012.**

Statistical Report of CSBG Program Services – The Statistical Report on CSBG Program Services is due sixty days after the last quarter of the Federal Fiscal Year. Therefore, this information will also be submitted to National OCS in the CSBG/IS in the first quarter of calendar year 2012.

- f.** Training and Technical Assistance Provided by the State of Hawaii – The Training and Technical Assistance (T/TA) report supported with CSBG funds is planned jointly with the four community action agencies prior to each Federal Fiscal Year. The T/TA report is due sixty days after the last quarter of the Federal Fiscal Year and will be submitted to National OCS in the CSBG/IS report in the first quarter of calendar year 2012.

**MAUI ECONOMIC OPPORTUNITY, INC.**  
**(COMMUNITY ACTION PLAN)**

# **MAUI ECONOMIC OPPORTUNITY, INC.**

## **Community Action Plan Fiscal Year 2012**

### **A. COMMUNITY NEEDS ASSESSMENT**

Maui Economic Opportunity, Inc. (MEO) participates in community needs assessment throughout the year in a number of ways: (1) through specific needs surveys of clients conducted by staff (i.e., four year plan needs survey, transportation needs survey, community services satisfaction surveys); (2) survey forms distributed to participants of community events and forums, conducted or organized by MEO such as the Senior Fair; (3) the monitoring of public hearings at county-wide events such as the Mayoral and County Council annual budget hearings, (4) staff participation in local and statewide boards, commissions, task forces, and focus groups; and (5) researching and reviewing reports, studies, and statistics of the socio-economic conditions of our county and its population. The information gathered through these processes gives MEO staff information on community needs so services can be developed and funds obtained, to focus staff work, and to develop strategic initiatives.

Examples of staff involvement in local and regional initiatives to address poverty include:

1. Maui County Grants Review Committee
2. Statewide of Hawaii Workforce Development Council
3. Maui County Local Workforce Investment Board
4. Maui United Way
5. Maui Homeless Alliance
6. Focus Maui Nui
7. Maui Long Term Care Partnership/Aging with Aloha Coalition
8. BEST Planning and Advisory Council
9. Head Start Parent Policy Council
10. Maui Non-Profit Directors Association

Needs assessments referenced for planning purposes:

1. MEO Head Start Community Needs Assessment - 2008
2. MEO Transportation Community Needs Assessment 2009-10
3. MEO Community Services Needs Assessment — 2009-10
4. MEO Enlace Hispano Program Needs Assessment — 2007-08
5. MEO BEST Program Needs Assessment — 2009-10
6. MEO Youth Services Community Needs Assessment — 2009-10
7. MEO Business Development Corporation Needs Assessment — 2009-10
8. County of Maui - FY 2009 Public Budget Hearings (Maui, Molokai, Lanai)
9. Maui County General Plan 2030
10. Maui Long Term Care Partnership Strategic Planning Initiative — June 2003
11. Maui Economic Opportunity, Inc. 4-Year Strategic Plan - 2005 - 2009.
12. Hawaii State Plan on Aging (2008-2011) — June 2007
13. Four-year Area Plan on Aging, Maui County Office on Aging (Maui, Molokai, Lanai) 2007-2011

Descriptions of how needs are identified and used to plan:

### **MEO Head Start Community Needs Assessment 2009-10**

MEO Head Start provides a comprehensive pre-school program for qualified families according to federal poverty guidelines or for families with a certified special needs child. A full day schedule is offered for working, in training or in school parents/caregivers. A part day schedule is available for those families not requiring extended care services. The MEO Head Start Program has 13 centers on Maui, two on Moloka'i, and a partnership on the island of Lana'i. These are integrated with the Department of Education (DOE). MEO Head Start has created a strong collaboration with the Department of Education (DOE) Special Education Program. In partnership with the DOE program six of our Head Start centers have been designated "inclusion sites."

There are approximately 3,938 3-5 year olds living in Maui County. An estimated 708 (18%) of children 3-5 years of age are eligible for Head Start. MEO Head Start serves 298 eligible children with an additional 318 eligible children on the waiting list.

The island of Maui is largest of the three islands with the highest population. MEO Head Start has 13 centers on Maui that provide services to 253 children with an additional 299 children on the waiting list. Molokai the second largest island has 2 centers that serves 40 children and has a waiting list of 11 eligible children. Lanai is the smallest of the three islands and does not have enough eligible children to operate a full center. MEO Head Start has a partnership in which we pay for Head Start eligible children to attend Keiki O Lanai Preschool. This preschool is the only preschool on Lanai and is recognized as being nationally acetated through NAEYC. Services are provided to 5 children via our partnership and has 8 eligible children on the waitlist.

Maui is a very diverse county with many different races, etnicities and languages. Listed below is both an internal and external breakdown of the percentage of eligible children in our program and in the county.

#### **Population of Eligible Children by Race**

Head Start: Black/African American 0.7%, White 7%, Asian 7%, Pacific Islander 14%, Hispanic or Latino 15%, Multi-race 56% and Other 0.3%.

Maui County: Caucasian 23.11%, Hawaiian 41.27%, Chinese 1.42%, Filipino 19.53%, Japanese 5.65%, All others 9.02% (Update for year three unavailable).

Primary Lanuage of Eligible Children enrolled in Head Start: English 84%, Spanish 9.4%, Marshallese 4%, Tongan 1.3%, Ilocano 0.7%, Chuukese 0.3% and Arabic 0.3%.

#### **Education**

Families identified letter recognition as an educational goal for their child according to information gathered from initial home visits, parent-teacher conferences, Family Partnership Agreements and other Head Start reports.



MEO Head Start uses the Creative Curriculum Developmental Continuum to assess children's development and progress. According to the 2009-10 end of year report, cognitive and language development were identified as areas of concern throughout all centers. This data supports our focus on early literacy goals to promoting letter recognition and sounds in the classrooms and at home.

### **Health**

Based on a community assessment conducted on Head Start families and other Maui county residents, these areas were identified as needs:

Asthma, childhood obesity, head lice, oral health (lack of available services) and mental health (lack of available services).

### **Oral Health**

A lack of dentists on Maui that accept Med-Quest or Medicaid insurance remains a challenge to our program in serving young children with oral health needs. We increased our number of children receiving treatment as reported in our Program Information Report; however this continues to be an area of need on Maui.

### **Mental Health**

A major area of concern in mental health has been children's challenging behaviors in the classroom and at home. At the beginning of the school year, every family completes a questionnaire called Ages and Stages Questionnaire: Social Emotional (ASQ: SE) during teacher's initial home visit. The Mental Health specialist reviews all ASQ: SE's and forwards resources to the families. A referral may be made for our Mental Health Consultant to observe and meet with parents/caregivers to discuss concerns. In addition, adult mental health is another area of need. Caregivers with mental health needs are given resources and/or referred to agencies that provide mental health services, however services are limited.

### **Nutrition**

Results from Family Partnership Agreements show that families requested information regarding healthy eating habits and weight loss information.

Based on Body Mass Index (BMI), 10% of enrolled Head Start children were identified as being overweight. An assessment done on students entering kindergarten revealed that a large proportion of Hawaii's 4 and 5 year olds enter public school with weight problems; 14% are overweight, 15 % are at-risk for overweight and 29% are at-risk and overweight.

### **Social Services**

Areas of needs identified by families:

1. Adult Education (GED, ESL, Job-training)

2. Employment

- ERSEA (Eligibility, Recruitment, Selection, Enrollment and Attendance) Extended Childcare

3. Affordable housing: Maui residents, by almost any measure, face a critical housing situation:
  - They spend a higher percentage of their income on housing than almost anyone else in the United States; 45% of renters and 51% of homeowners in Maui County are paying 30 percent or more of income for housing.
  - Maui has an extremely high housing unaffordability index; exceeding 60%.
  - The median price for single family homes and condos, whether new or existing units, has been exceedingly high in recent years.
  - The home ownership rate for Maui is significantly lower than for the rest of the United States; in relation to housing prices, average salaries are significantly lower in Maui County than in Oahu or throughout the U.S.
4. Lack of medical personnel and facilities: Medical facilities to serve in Lahaina (west side), as well as an additional hospital within the central area. The population on Maui has grown and we have one major hospital to serve the entire county. A limited number of medical professionals also impact the decision to increase medical facilities within Maui County.
5. Educators: Community preschools on Maui and in the state have determined a need for more teachers trained in early childhood, elementary, intermediate and secondary education. Maui has an extremely low unemployment rate, which creates a lack of qualified staff to young children in early childcare settings and youth in public school.
6. Dentists accepting state subsidized insurance: Oral health services are lacking on Maui, as well as on neighbor islands (Kauai and Hawaii) due to dentists not electing to accept state subsidized insurance. This creates a lack of oral health care of children and adults.
7. Employment: In May, Maui County's unemployment rate rose to 9.2 percent; Maui Island is at 10 percent, Molokai at 17.6 and Lanai at 11.4 percent. The visitor industry became impacted by a slowing rate of visitors to Maui (down 4.4% from June the year before, however the 2008 saw a decline of 27.3% from 2007). Overall Maui tourism is down 15.5% for the year. This has caused significant job cut-backs in the visitor industry.
8. Issues facing eligible children and families:
  - MEO Head Start families are requesting for longer hours of childcare service due to full time employment (parent surveys, Family Partnership Agreement Plans, PIR).
  - Families are looking for Affordable Housing. (Parent Surveys and Family Partnership Agreement Plans).
  - Families are requesting to continue their education to obtain a high school diploma or to attend college. (Parent Surveys and Family Partnership Agreement Plans).
  - One of the largest Oral Health concerns of our families is the lack of access to Dental Providers that accept Quest. (Parent Surveys, Family Partnership Agreement Plans, PIR).
  - The Head Start National Reporting System Fall 2006 Report and CC-PORT data also indicated that the children screened identified Letter Recognition as the area of greatest need. (NRS and CC-PORT).
  - One of the family's major concerns regarding mental health has been challenging behaviors. (Mental health referrals, Family Partnership Agreement Plans, ASQ — SE).

9. Issues currently addressed by MEO Head Start: Oral health support is currently being provided by partnership collaboration with Community Case Management Corporation (CCMC) which is located on Oahu. This resource and referral agency provides a service to the State of Hawaii by connecting families with dentists for treatment services. Dentists providing services are all located on Oahu; therefore the child and one parent are required to travel off-island to Oahu to obtain services. We have a written agreement with Hui No Ke Ola Pono program to offer dental services to Head Start children if no dentist is available via MED-Quest or Medicaid.

Mental health services continue to be implemented through the ASQ — SE (Ages and Stages Questionnaire — Social Emotional). We also have contracted services with Dr. George Choi, a Child Psychologist. He has scheduled visits twice a year and also provides individual child observations upon referral request. Dr. Choi meets with parents individual to consult and provide recommendations when an observation is made on a child. Individual observations are completed only after obtaining written permission from parent or legal guardian.

Extended day services that offer a full-day program are currently funded by the County of Maui and the State of Hawaii Office of Community Services (OCS).

### **Three Year Goals and Short Term Objectives**

Based on the data collected from enrolled families, internal statistics and significant trends within our community, we have identified our long term goals and short term objectives to address (See updated report in the Three Year Goals and Objectives section of this refunding application):

- Longer hours of childcare service
- Families obtaining affordable housing
- Families continuing their education
- Head Start children increasing knowledge in letter recognition

### **Internal Assessment of MEO Head Start 2009-10**

While conducting the Community Assessment, we took into consideration other factors regarding community trends that directly impacted various program services. These include: Searching for funding opportunities for program improvements to include MCC Head Start playground, and Kihei A and B playground and deck.

### **Issues To Be Addressed 2012**

Funding sources will be sought out for renovating the playground at our MCC and building a playground Kihei A and B Head Start locations. In addition to building a playground at Kihei A and 13, funding will be sought out to improve or replace the deck. The playground at MCC is determined to be safe for young children; however we would like to replace the structure, and surface to offer an updated, accessible playground for the children. We would like to offer Kihei A and B a playground where children can play on a daily basis. Currently the two classrooms share two play area with the rest of the elementary school children, one area is a large grassy area and the other is a basketball court. (Goal for Completion-Pending Funding) Reauthorization, numerous program and agency policies will need to be reviewed and revised. Staff will attend available training to obtain guidance regarding the new Head Start Act. (Training and Technical Assistance Plan-2009-2010).

We will be monitoring and identifying issues that need to be addressed throughout the program year.

### **2008-09 Goal Completion Report**

Funding will be assessed to renovate the playground located at our Kahekili Terrace Head Start location. This playground is determined to be safe for young children; however we would like to replace the structure, surface and surrounding fence to offer an updated, accessible playground for our Head Start children. (Goal for completion — May 31, 2009) state of Hawaii OCS Agreement No. OCS-POS-11-62 Maui Economic Opportunity Community Action Plan 2011.

1. Update: Head Start received supplemental funding for emergency program improvement to promote health and safety in the playground. The goal is to complete this project by March 2009.
  - Due to reauthorization, numerous program and agency policies will need to be reviewed and revised. Staff will attend available training to obtain guidance regarding the new Head Start Act. (Training and Technical Assistance Plan — 2008-09)
2. Update: Staff receives updated information regarding reauthorization, and agency policies during staff trainings throughout the program year.
  - Families benefit from learning more about financial literacy regarding budgeting, credit card facts and tax preparation (Earned Income Tax Credit). (Training and Technical Assistance Plan under parent training — 2008-09).
3. Update: MEO obtained a VITA grant and is currently accepting Head Start families to complete their 2008 tax return at no cost. Also, Head Start has partnered up with University of Hawaii Cooperative Extension to implement a financial literacy curriculum titled "Money on the Bookshelf" to be shared with children and parents in the program.
  - Prevention efforts will be implemented with all Head Start families via the I Am Moving; I Am Learning curriculum. This will be reflected in lesson plans (increased activity within the classrooms) and in parent training offered to families to focus on nutrition, physical activity, and making healthy choices. (2008-09)
4. Update: Staff is utilizing the I Am Moving I Am Learning curriculum materials including music CDs in the classroom to promote and increase physical activity. Nutrition information is provided monthly to families via the Head Start monthly newsletter.

### **Kahi Kamali'i Infant/Toddler Center**

We are currently operating an innovative program that directly affects low-income youth and their families. The Kahi Kamali'i Infant and Toddler center, built by the J. Walter Cameron Center, is being partially funded by Maui County government (which provides funds to subsidize tuition for ten families). Kahi Kamali'i is designed to be a place where children can grow and develop in a supportive, safe, nurturing environment. Young children are valued and respected as individuals, highly capable of exploring while learning new skills each and every day. Parents are regarded as the child's first teacher, making the family unit unique and significant to our program. We believe that young children learn best in an environment that provides safety along with encouragement, security and responsive caregivers.

Kahi Kamali'i Infant/Toddler Center is a joint partnership between Maui Economic Opportunity, Inc. and the J. Walter Cameron Center. The program offers childcare services for children six months to four years of age. Space is available for up to 20 children in a beautiful facility which offers separate space for infant and toddlers. Children with diagnosed special needs are welcomed to the program and are provided with services based on their individual needs. Individual development plans are caregiver staff with input from parents and other providers involved in the child's care. Tuition assistance may be available for qualifying families. Parent conferences, meetings and trainings are also part of the program, allowing ample opportunity for communication between family and caregivers.

#### **MEO Transportation Community Needs Assessment — 2009-10**

MEO Transportation obtains information to determine community needs through: a) community meetings with advisory groups representing segments of the elderly, disabled citizens, youth, and low-income residents in the community; including 58 senior clubs throughout Maui County; b) Attendance at public Maui County budget hearings held in eight key residential districts of the three islands of Maui County; c) Interaction with other non-profit organizations providing social services in the community; and. d) Direct responses by transportation service users in response to rider surveys. In addition, drivers and office staff obtain valuable information through daily interaction with clients throughout the year.

Needs identified include larger buses and more consistent service at Lana'i and at Hana; continued demand for dialysis transportation, youth transportation, employment related transportation services, and services to seniors.

#### **MEO Community Services Needs Assessment — 2009-10**

The process used by MEO's Community Services department to determine community needs in Maui County is in three parts: First, information regarding community needs is gathered by observation or conversation between MEO staff and the public. Any new information pointing to rising community needs is brought to the attention of Community Services staff and discussed during case management meetings. The resulting discussion is used to determine the extent of the perceived needs by comparing the information against the experience of the rest of the staff working with the public. This informal method is usually the initial source of information regarding community needs. The informal nature of our needs assessment is only the beginning phase of the process used by MEO Community Services to uncover emerging community needs.

A second method is employed by staff and consists of quantitative public and client surveys. This documentation provides a consistent, objective method to gather information to substantiate the informal information gathered by casual conversation and staff discussions during regular meetings. The community need is compared to state and national trends by using such tools as the Internet as well as state and federal government census and socio-economic databases.

Finally, much data is gathered through MEO Community Services' intake process. The form provides income, demographic, housing, employment, education and other important data utilized to assess community needs.

Needs identified include rental assistance, transportation, job training, assisting with the development of marketable skills for underemployed/unemployed clients and support for Senior Club activities.

### **MEO Enlace Hispano Program Needs Assessment — 2009-10**

The Enlace Hispano (EH) staff uses community analyses through focus groups and individual interviews to determine the needs of the Hispanic community in Maui County. The Hispanic population on Maui continues to grow rapidly. It is especially important, therefore, to encourage community members to voice their opinions as to the issues and needs of their population group. In this way EH staff is able to continue to look for resources to address the population needs. Two needs consistently emerge: that of legal assistance and health care assistance. Legal assistance includes a wide spectrum from immigration issues, to divorce and family court difficulties to DUI correctional classes. The current needs with health care also range from specific health concerns prominent among the Hispanic culture, i.e. diabetes, heart disease, cancer, to obtaining health insurance and medical interpretation. Both of these issues are complicated by a lack of transportation between the geographically isolated areas that are heavily populated by Hispanics, low English-proficiency and relatively limited economic resources.

Based on information from participants, Enlace Hispano staff continues to focus on education. The concept of education is broad and covers a wide range of services including the, preschool application for children with limited English speaking parents, facilitation of English classes, nutrition and health classes, parenting classes, cultural exchanges and substance abuse information. EH staff will work with local school staff and parents to address this issue.

### **MEO Being Empowered and Safe Together Program Needs Assessment — 2009-10:**

The process that BEST uses to determine the needs of our community within the County of Maui is multi-faceted.

1. First, BEST reviews existing research and statistics relating to criminal justice and reentry issues, compiles program statistics, and conducts surveys to determine the needs of the prisoner population to successfully reintegrate into the community and reduce recidivism.
2. Second, BEST gathers information by listening to individual clients explain their circumstances and their needs in order to overcome the barriers to successful reentry into the community.
3. Third, BEST tracks the "pulse of the community" and identifies community needs relating to criminal justice and reentry issues by holding community forums and attending other community meetings.
4. Fourth, the 'BEST Planning and Advisory Council, comprised of community leaders from a broad spectrum of the public and social service professions, are valuable sources in identifying the needs of the community.
5. Fifth, BEST staff meets monthly with its Criminal Justice Partners (Parole, Probation, Maui Community Correctional Center, Maui Intake Service Center) to exchange information on needs of each agency and the needs of individual shared clients.
6. Finally, the media (i.e. local newspapers, radio stations, and television programs) plays an important role in highlighting community issues on Maui.

BEST works with persons who are currently and formerly incarcerated and who are returning to the Maui community. The identified needs are for affordable housing, livable wages, jobs and employers who will hire persons with a criminal history, higher education, and life skills that

will end the generational cycle of incarceration. Transportation is also identified as a need. The lack of transportation confines people to parts of the community with limited jobs, most of which are low paying and low-skilled labor jobs.

The entire community is battling the "ice" epidemic. Its widespread use has created generations of brain-damaged young people and adults who have little hope for their future.

Without intervention, our entire community will share the cost of caring for addicted individuals through additional treatment centers, nursing homes, foster homes, welfare, and incarceration costs. Accordingly, the community has identified the urgent need for prevention and education services to stop our children from using "ice" in the first place.

There is demand for appropriate in-patient drug treatment. At present, on the island of Maui, there is one treatment provider, Aloha House. More providers are needed, especially those that are culturally sensitive to the local populations.

There is need for mental health providers on the island, especially open to working with men and women who are incarcerated. Maui County lacks these needed service providers.

#### **MEO Youth Services Community Assessment —2009-10**

The process that MEO Youth Services uses to determine the needs of our community within the County of Maui is with a multi-faceted approach. First, MEO Youth Services staff reviews existing national, state, and county research and statistics relating to "risk and protective factors" and strategies relating to "positive youth development" issues. A comparison is made with that data and MEO Youth Services program statistics.

Then, that data is coupled with the data that the MEO Youth Services staff has compiled by conducting surveys and meetings with talks to parents, local schools, and other non-profit agencies; as well as from surveys and assessments with individual youth. Additional information is also gleaned from youth programming evaluation forms (journals), talking with other community members, and friends and relatives of youth. All of the gathered data is utilized to determine the needs of the youth clients and their families.

The MEO Youth Services staff collaborates with other youth serving agencies, sits on the local WIA youth committee, leads Maui's HPPUD (Hawaii Partnership to Prevent Underage Drinking), actively participates in tobacco prevention through involvement with the Tobacco Free Maui Coalition, as well as actively working to revive Maui's Coalition for a Drug-Free Maui. Teachers and administrators at Maui Waena Intermediate School, Baldwin High School, Maui High School, and Hana High and Intermediate School regularly consult with the MEO Youth Services staff to discuss needs and intervention programs.

#### **MEO Business Development Corporation Needs Assessment — 2009-10**

MEO Business Development Corporation (MEO BDC) began as a program of Maui Economic Opportunity, Inc. in 1996. It quickly became clear that in order for services to be provided to the number of people who were eligible, a greater degree of financial support was needed other than the usual Community Action Partnership program grants. As a result, in 1999, MEO BDC was created as an affiliate of MEO as a nonprofit microenterprise development program providing capital and business assistance throughout the Maui County. MEO BDC was certified by the U.S.

Department of the Treasury as a Community Development Financial Institution in 2001, which signifies the similarities in many aspects to a bank, with a clear mission to help low-income individuals.

Through its discussions with community members, MEO-BDC has determined there is a need for providing capital for small business startup and expansion. There is also a need for small business entrepreneurial classes; tools for creating business plans; credit counseling; and on-going support to clients. Small business creates employment.

Due to the economic turndown more people than ever are enrolling in the MEO BDC Business Development & Planning courses.

### **VITA Program**

Each year, millions of dollars are left unclaimed in tax refunds because individuals fail to file tax returns or do not claim tax credits that are due to them such as the Earned Income Credit and the Child Tax Credit, MEO has established a Volunteer Income Tax Assistance (VITA) program in order to help bring some of these unclaimed tax dollars to low and moderate income families and individuals by providing them with free basic tax preparation. Not only does this program bring refunds to families and individuals, but it also helps bring in hundreds of thousands of dollars into the local economy.

Many of the low and moderate-income families and individuals who do file tax returns most often pay hundreds of dollars to have their taxes prepared. Many of these individuals also get lured into Refund Anticipation Loans which end up costing them much more on top of the tax preparation fees. With the VITA program, MEO is able to help these families and individuals to save on tax preparation fees and is able to educate them about the dangers of Refund Anticipation Loans.

### **County of Maui Fiscal Year 2009 Public Budget Hearings (Maui, Molokai, Lanai)**

MEO's staff, clients, and supporters participate at all County Council public budget hearings, held throughout the County, which provides MEO staff an opportunity to hear the concerns of the community and also a forum to advocate for our programs and clients. The bulk of public testimony continues to be concerns for maintaining funding for social service agencies, transportation services, affordable housing, traffic conditions, youth programs, Long Term Care, mental health, the community food bank, drug prevention, police, park improvements, water usage, and services for persons with disabilities.

MEO staff participates in County Council meetings by providing education on community needs. Also, MEO works with County department directors and staff concerning budget allocations for programs and issues coming before the County Grants Review Committee.

### **Maui County General Plan 2030**

The Maui County General Plan is the opportunity for the general public to *"...comment, advise, and provide recommendations to the planning director regarding the proposed revisions prepared and recommended by the planning director."* This document, when adapted, becomes the County's roadmap for the future development of the island. MEO staff have attended meetings on a regular basis and provided input into this plan.



### **Aging With Aloha Coalition Vida Maui Long Term Care Partnership Strategic Planning Initiative**

The partnership was the recipient of a grant from the Robert Wood Johnson Foundation to develop a strategic Long Term Care plan for the island of Maui. The Initiative's purpose is to work as a cross-functional, volunteer, community group to develop a plan, inclusive of home, community, and facility-based long term care services. Partners from around the island are working together to develop community plans. Although the name has changed the purpose remains the same. Sandy Baz, Chief Executive Officer, represents MEO as a member of the Coalition's steering committee.

### **Maui Economic Opportunity Inc. 4 Year Strategic Plan 2005 – 2009**

The MEO Board of Directors approved the MEO Strategic Four Year Plan 2005-2009 in September 2005 and is updated regularly. MEO's strategic plan is based on a comprehensive review of previous strategic plans and further developed through the coordinated efforts and extensive interviews and discussions with MEO Board members, MEO staff, clients, volunteers and other individuals from the private and public sectors of the County. MEO subscribes to the tenet of doing only one strategic plan and then updating it annually.

A survey of individual and community needs is conducted internally as well as externally among MEO partners. Extensive efforts are made to insure that the Plan identifies the true needs of the County's low-income residents. MEO staff uses this information to provide directed services designed to meet the needs identified. The plan includes Goals, Objectives, Performance Measures, and Outcome Statements. The Board of Directors and Administrative Staff monitor progress quarterly and annually. ROMA (Results-Oriented Management, and Accountability) reporting is used throughout the agency.

### **Hawaii State Executive Office on Aging (2008-2011)**

The Hawai'i State Plan on Aging is a planning and compliance document submitted by the Executive Office on Aging (EOA) to the U.S. Administration on Aging, Department of Health and Human Services. The plan describes the strategies that will be taken over four years to develop comprehensive and coordinated systems of services for older adults and their caregivers. It is based upon initiatives of the EOA and the plans of the four Area Agencies on Aging in the State.

### **Four-Year Area Plan on Aging, Maui County Office on Aging 2007-2011**

The Maui County Office on Aging conducted a countywide area plan that is a comprehensive document. This plan presents strategies that are focused around an overarching theme, Designing Livable Communities for an Aging Society. It outlines six (6) major issue areas: access to information; activities for health prevention and social engagement; support for caregivers; elder rights and benefits; in-home and community based programs and services; and community partnerships to-address economic, workforce, and physical capacity issues. The plan outlines the overall objectives that will be carried out over the next four years. Containing data, estimates, and strategies used for planning its goals, objectives, action steps and proposed funding pertaining to older adult issues and needs, the results were compiled to reflect an overall profile of Maui County's older adult population and their major concerns. The majority of the participants are also MEO clients.

The survey was categorized into districts, care givers and clients, ethnic groups, income level and other special populations to segregate specific issues and concerns of each of the groups.

Problems faced by the elderly consist of service accessibility, transportation, Long Term Care, chronic health condition, geographic isolation, social/economic disadvantage, cultural/ethnic obstacles, legal and safety concerns.

The senior population is well served by MEO through specialized transportation services. The coordinating of 58 social/educational clubs, chore services, nutrition education, legal services, discount purchasing, and volunteer services.

## **B. NARRATIVE DESCRIPTION OF THE SERVICE DELIVERY SYSTEM**

Maui Economic Opportunity, Inc. service area includes Maui County, which covers the islands of Maui, Moloka'i, and Lana'i. MEO is the only community action agency in the state that has the challenge and task of providing services to low-income individuals and families on three separate and unique islands. This requires MEO to maintain satellite offices on these islands and to incur the additional travel expenses necessary to supervise and manage these remote locations.

In addition, MEO provides a *statewide* seasonal farm worker employment and training grant under Section 167 of the Workforce Investment Act and has been selected by the State Office of Community Services to be the lead agency coordinating the ARRA Weatherization Assistance Program (WAP) for the neighbor island CAP agencies.

The continuous needs assessment process, data gathering and strategic planning process provides MEO an opportunity to evaluate existing community needs and reflects on the agency's current goals and objectives. The needs assessment confirms MEO's projects and activities are properly initiated and implemented, providing much needed assistance to the disadvantaged, reducing poverty and empowering clients to become self-sufficient. Areas of need not provided by MEO are being met to some degree by other nonprofit agencies or by the federal and state governments. MEO continues to facilitate a collaborative network with these agencies, thus ensuring low-income individuals and families are provided an opportunity to get out of poverty and become self-sufficient.

MEO's service delivery system starts with program outreach and marketing to inform those in need of the availability of assistance. Case managers work with clients to determine program eligibility and understand their concerns and needs. The case manager utilizes an intake form that is the tool to establish an individual development plan (IDP). This service delivery process provides an opportunity to analyze, assess, determine, and implement action with cooperation and agreement from the customer. Once the customer receives services, case managers conduct follow-up telephone calls or meet individually to determine their satisfaction on a 30, 90, 180, and 365-day interval.

MEO has developed an extensive outreach system touching people from all lifestyles and geographic areas of Maui county and certain areas throughout the state of Hawaii. In the event MEO is unable to provide direct services, we have an excellent referral system in place with other agencies so customers' needs can be addressed. Management and staff place a high priority on communication, cooperation, and collaboration with private/public institutions, organizations and agencies.

MEO continues to be a leading advocate for the needy and less fortunate by speaking at public forums, being present at countless community and organizational meetings and through various publications. We publish our own quarterly newsletters. We send press releases to the Maui News, Maui Weekly, Molokai Dispatch and Lanai Times (local newspapers). `Akaku: community access television, Maui TV News produce spots about MEO events. Annually, during Community Action Month, MEO has a weekly drive-time hour long series of morning radio talk/call-in shows where the community can learn about and comment on MEO programs. MEO also receives feedback from our customers and the general public through its website: [meoinc.charityfinders.org](http://meoinc.charityfinders.org).

MEO's delivery systems provide services to low-income individuals and families and are the methods by which MEO reduces poverty in the community and advocates individual self-sufficiency. Our delivery systems include:

### **Head Start**

The Head Start Program in Maui County, with 13 centers on Maui, 2 on Moloka'i, and a partnership on the island of Lana'i, has been part of MEO since its inception in 1965. MEO Head Start's mission is to promote growth and change by empowering economically challenged, high-risk, and/or special needs preschool children and their families to better succeed in life. MEO Head Start offers both full and part-day center options.

MEO Head Start believes in a comprehensive approach to support the child and family. Services provided include health, oral health, nutrition, social, early childhood education, special needs (coordinated with the Department of Education), family involvement and training, mental health and transition. Parents are highly involved in shared decision making within the program, including curriculum, program development and individualized goals for their child. Parents are their child's first teacher and MEO Head Start works in close partnership with the family.

Even though the funding for the Robert Wood Johnson "Free-to-Grow" program ended more than 3 years ago, staff have written and secured additional funding to continue it as the `Ohana Strengthening Program. This program for incarcerated mothers provides family strengthening through intensive case management for families identified with substance/child abuse and community strengthening to revitalize communities dealing with substance abuse. The grant was written specifically for services to be offered exclusively to the Wailuku community. Targeted families are enrolled in three Wailuku Head Start centers and monitored by the family case managers.

Head Start's additional goal is to work toward obtaining NAEYC (National Association for the Education of Young Children) accreditation for all Head Start centers.

### **Kahi Kamali'i Infant/Toddler Center**

Currently, MEO operates an innovative program directly affecting low-income youth and families. The Kahi Kamali'i Infant/Toddler center, built by the J. Walter Cameron Center, is partially funded by Maui County (which provides funds for services to ten families). MED Early Childhood Services manages the program offering quality comprehensive services to young children aged 12 months to three years. Families' backgrounds vary economically. Some families pay full tuition and some receive assistance from the State of Hawaii Department of Human Services through Childcare Connection subsidies. Children with special needs are eligible to receive tuition assistance through the Department of Health Early Intervention program. All

families enrolled in Kahi Kamali'i are families that are working, in school or training and most meet low-income and high-risk categories including teen parents.

### **Transportation**

MEO provides specialized transportation services to low-income, elderly, persons with disabilities, and medically needy residents, as well as to the preschool children and youth in Maui County. MEO Transportation serves the low-income Head Start pre-school children on Maui so that they are able to participate in this nationally acclaimed program that provides quality early learning. On Molokai, MEO Transportation provides contracted services for field trips.

As part of Maui County's entire transportation system, MEO provides the *specialized* transportation for Maui County. Many individuals and groups would be unable to travel without the specialized door-to-door or curb-to-curb, on-demand transportation service. This life-sustaining service helps many low-income elderly citizens to get medical attention, or to receive basic nutrition provided by lunch sites. Additionally, citizens with mobility impairments, have a reliable option to reach critically needed services such as renal dialysis and other medical, employment, or social services. Rehabilitation and adult day care clients are able to attend their daily programs, which provide respite for family members to work and go about their daily schedule.

MEO Transportation has been able to meet the challenges of providing highly-demanding transportation service to its clients by operating 93 vehicles supported by its current staff of 90 employees. MEO now has the use of 55 ADA lift and/or gurney equipped units for accessibility. MEO's annual average trip count is 283,000. This level of achievement is possible because of the partnership provided by the County of Maui, Federal, State and private funds. In addition, the MEO-owned service facility, established in 1986 continues to afford our transportation fleet a priority service with the desired cost containment and preventive maintenance results.

MEO continues to address the transportation needs of a growing, highly diverse group of Maui County residents on all three islands. MEO Transportation has designed and operates an efficient system. This fulfills its Community Action Agency mission of serving individuals deemed to be in the greatest economic and social need and to assist those who are frail, isolated and vulnerable. By helping them, we change their lives.

### **Community Services**

The Community Services Department provides a total of 18 programs and activities which address the basic and developmental needs of the low-income individuals and families, seasonal farm workers, elderly, and persons with disabilities, whose goals are to become self-sufficient and to better themselves. For all programs, the delivery system is provided by case managers, who do outreach, information and referral, recruitment, intake, assessment, counseling, career planning, job referral and placement, client follow up reviews, quality control and review of client files. An in-depth individual service plan is a key feature in assessing client needs to help participants through their daily obstacles. Community Services staff coordinates program activities; reviews client files, supervises staff, provides counseling to clients and works directly with state agencies.

### **Enlace Hispano (Hispanic Link)**

The service delivery system used by Enlace Hispano (EH) to target low-income Hispanics and their families consists of walk-in and telephone consultations, agency referrals, and community outreach. The nature of the recent immigrant community necessitates extensive trust building and "*confianza*" with clients. EH continues to strive to create a comfortable environment that enables the community to confide their needs and difficulties at times when they are vulnerable. The availability of departmental services is often spread through word of mouth at parties, religious gatherings, and other recreational activities. The EH staff acts as a • liaison between individuals and agencies to familiarize and translate services available.

The EH Acculturation Program helps new immigrants adjust to life in Maui County, this may be in a variety of health, legal, and educational topics and is accessed primarily through telephone and individual contact. There have been no specific initiatives focusing specifically on youth or senior populations because these groups are represented in exceedingly small percentages now. The relatively new community (having grown exponentially over the last 5 years) was primarily comprised of young adults ages 24-36 and small children less than 8 years of age. This, however, is slowly changing as these children reach junior high and high school age and as more Hispanic people of all ages arrive in Maui.

EH looks forward to creating new programs and connections with these groups. Many issues these young people will face are issues faced by youth everywhere: peer pressure, fitting in, substance abuse, making decisions about their future, etc. EH plans to address these issues in a culturally sensitive manner to attempt to eliminate language barriers between parents and school officials. Because of their relatively small numbers in comparison with other ethnic groups, Hispanic teens often face prejudice and feel they must defend themselves continually.

Through education and understanding, the hope is to create some common grounds for Hispanic students and their peers.

### **Being Empowered and Safe Together (BEST)**

The service delivery system for BEST clients and their families begins while the individual is incarcerated. The BEST Director or designee meets weekly with the Maui Community Correctional Center (MCCC) Programs Review Committee, to determine whether the individual satisfies the eligibility criteria for BEST. If the individual qualifies for BEST, an intake and preliminary needs assessment is conducted. After this initial assessment, MCCC staff directs the individual to participate in BEST, as well as other recommended programs offered at MCCC.

Shortly thereafter, a BEST Case Manager will meet with the client, and provide an overview of BEST services available including: locating suitable housing, finding employment, obtaining a driver's license, assisting with enrolling in college, and obtaining treatment services.

In addition, the case manager will gather information for an Individual Service Plan (ISP) to identify the needs of the client, identify special conditions from the Department of Public Safety (PSD), make referrals to other support service agencies, and create a road. Map for achieving short and long term goals designed to promote self-reliance. BEST case managers also work closely with the client's parole or probation officer, service center social worker, and case managers at MCCC to craft the appropriate individual service plan for the client.

The first services delivered to clients during their incarceration include classes in Pre-Employment Training (PET), cognitive skills, budgeting, and family reunification classes offered at MCCC. Successful completion of the ten-week courses provides the students with a certificate of completion and graduation festivities.

BEST also provides other transitional support services to prepare clients for their successful reentry into the community including family reunification, mentoring and cultural activities. A volunteer Kumu Hula conducts Halau Hula inside the prison.

The BEST PROTECT program provides gender responsive services to pre-trial and sentenced females at MCCC including weekly classes and on-site instruction.

### **MEO Youth Services:**

The program's purpose is to offer positive youth development assistance for the adolescent youths as they move through their pivotal period from childhood towards adulthood. The program nurtures self-esteem in youth, provides meaningful training opportunities, offers outdoor experiential learning challenges, and social skills development, as well as life & career skills preparation for those who are at risk of becoming socially disengaged and who possess a need for personal encouragement, as a result of family dysfunction or other reasons. The target populations are "at-risk" Maui youths and young adults from 6<sup>th</sup> grade (intermediate ages) and up through high school and college age. Staff provides outreach services through presentations at low-income housing projects, county youth centers, intermediate, and senior high schools. Youth receive assistance and instruction enhancing employability through learning life skills, job skills, and on-the-job training projects.

Youth Services staff work closely with the Department of Education schools in Hana and the Central Maui areas (Baldwin, Maui High, Maui Waena,) Alternative Learning Center; as well as agencies and organizations such as the State DLNR Forestry & Wildlife Management, Olowalu Cultural Reserve, Kihei Youth Center, Alu Like, Office of Hawaiian Affairs, The Nature Conservancy, American Red Cross, Maui Hui Malama Learning Center, County Parks and Recreation, Maui Police Department, Kihei Canoe Club, Lae Ula o Ke Kai Canoe Club, Hawaiian Canoe Club, and others.

### **Youth Services-AmeriCorps**

The MEO AmeriCorps Environmental program is designed to achieve direct results in addressing one of the nation's critical needs of environmental, at the community level alongside human, public safety, and education. The program provides meaningful opportunities for Americans of all ages and backgrounds to serve their country in organized efforts, fostering civic responsibility, building community, and providing educational opportunity for those who make a substantial commitment to service. The AmeriCorps Program is mainly funded by the Corporation for National and Community Service.

Hawaii's AmeriCorps program is administered by the Hawaii Commission for National and Community Service. Recognizing the state's unique Hawaiian heritage and instilled with the values of many cultures and peoples.

The MEO AmeriCorps program supports and nurtures the development of a firm, lifelong commitment to serve Hawaii's people, from the keiki (children), makua (parents and adults), to the kupuna (grandparents and elderly). We encourage increased participation in community

service for the enhancement of the quality of life and diversity of Hawaii's people. We malama (care for) the environment and natural resources; incorporate 'ohana (family) strength and values; build on and enrich cultural, educational, and economic aspects of our community; and develop partnerships among grassroots, nonprofit, corporate, local, state, national, public, and private sectors. We support community driven service initiatives and unify state and national directives within a framework that effectively facilitates communication and collaboration among all levels of leadership.

New Memoranda of Agreement (MOA) were executed on Maui with DLNR's Na Ala Hele Trails, The Maui Fishpond Association, Olowalu Cultural Reserve, Leeward Haleakala Watershed Restoration Group and The Nature Conservancy, as well as Molokai Land Trust on Molokai and Castle and Cooke's Conservation (LIFE) program on Lanai.

The needs for young adult AmeriCorps program are expressed by our partners: State Department of Land and Natural Resources, Division of Forestry and Wildlife; Natural Area Reserve Systems, East Maui Watershed Partnership, Haleakala National Park Service, Maui Coastal Land USDA Soil Conservation The Nature Conservancy Molokai and DLNR LanaiHale Watershed Project.

Through the ARRA MEO Youth Services was granted additional funding to expand the AmeriCorps program to 60 positions this summer for Maui County.

#### **MEO Business Development Corporation**

The delivery system employed by MEO-BDC staff provides the following services to all of its low-income clients: opportunities for capital to entrepreneurs; entrepreneurial training to potential entrepreneurs; and on-going consultation services.

MEO BDC will continue to facilitate employment creation to low-income individuals by providing entrepreneurial education and micro-lending to support and provide capital for start-up and expanding businesses of low-income individuals. Loan fund managers review and assist with loans for capital, pre- and post-loan technical assistance and a microenterprise entrepreneurial

Teacher/CEO provides the training course, enabling entrepreneurs to prepare a business plan and cash flow projections. Through these actions MEO-BDC creates employment for low-income persons. Potential clients learn of MEO-BDC via its extensive marketing program throughout the County.

These training programs focus on the development of business plans and real life business challenges that fledgling entrepreneurs faced when starting a business.

#### **VITA Program**

MEO's Volunteer Income Tax Assistance program provides free basic tax preparation for low and moderate-income families and individuals throughout Maui County. Tax preparation services are offered through this program on Maui, Molokai, and Lanai starting in January of each year and running through October. Appointments are offered mornings, afternoons, and evenings on weekdays and some weekends to accommodate the various scheduling needs of tax payers.

The VITA program would not be possible or successful without the help of volunteers from the community. During the fall, MEO recruits and trains volunteers to become certified volunteer tax

preparers. All volunteers must pass a certification test in order to be able to prepare tax returns. After a tax return has been prepared a quality review is completed in order to insure accuracy of the tax return. MEO files all tax returns electronically which increases the speed of filing and refund processing. While MEO volunteers prepare tax returns, they also educate taxpayer on various credits and other tax related topics.

A VITA Site Coordinator works year-round to publicize and promote the program, recruit and train volunteers, collect data and prepare reports, and ensure efficient and successful operations of the program.

### **Energy Conservation Assistance**

MEO's goal is to provide low-income individuals and families, elderly (age 60 years and older), and persons with disabilities ways to conserve energy; and provide for the installation of energy saving devices and the opportunity to receive credit assistance on their utility bill. These efforts attempt to reduce the low-income participant's energy costs. Supported by the Federal Weatherization Assistance Program (WAP) and Low Income Home Energy Assistance Program (LIHEAP), WAP is provided throughout Maui County for purposes of energy education and installation of energy saving devices. This saves participants an enormous amount of money since Maui's energy costs are among the highest in the nation.

After the education survey and client eligibility is determined, those households who meet 150% of the federal poverty guideline have a choice, determined by energy efficiency and eligibility criteria, to receive a solar water heater system, timer and/or heater jacket installation, an energy efficient refrigerator or light bulbs.

LIHEAP offers two categories of service for eligible low-income households. The first category is energy crisis intervention that pertains to people who have received a disconnection notice from the electric or gas company. The second category, called energy credit, provides households needing temporary assistance with a monetary credit.

MEO participation in the LIHEAP involves our community services staff providing information and determining the potential client eligibility. MEO has initiated a new memorandum of understanding with the Maui Electric Company (MECO). Under the MOU, MECO will assist MEO in getting solar contractors' bids to install the solar water heater systems, provide free educational material to MEO for distribution and opportunities for training on energy for the MEO Energy Educator. This will enhance the services MEO already provides and it will bring more resources to the low-income clientele on energy saving.

## **C. NARRATIVE DESCRIPTION OF SPECIFIC LINKAGES THAT WILL BE MAINTAINED OR ESTABLISHED TO FILL IDENTIFIED GAPS IN THE SERVICES**

To ensure gaps in services are identified and services provided to the disadvantaged, MEO management and staff have worked diligently through management and staff to develop an excellent rapport and relationship with other agencies. Management and staff continually meet to discuss ways of dealing with gaps in services or areas for whatever purposes are not being served. The use of computers and the Internet helps MEO stay abreast of new methods and contributes to an awareness of how others are addressing similar challenges in their communities. Brief descriptions of key linkages in our network system are provided below:



### **Head Start**

MEO Head Start has been fortunate to receive funding to provide full-day childcare for working families, or for those attending school or training. The Federal government, Maui County and the State of Hawai'i Office of Community Services provide funding. Maui County also provides funding for summer school, which is offered at five centers (a needs assessment is done in the early spring of each year to determine the area of greatest need). The infant/toddler center is one program that will fill an identified gap while meeting the needs of many families in Maui County. Even though the infant/toddler center is a need, the funding for low-income families is very limited; currently there is a waiting list with over 30 families seeking services.

### **Transportation**

MEO Transportation meets gap needs services not provided by contracts utilizing creative scheduling. MEO is planning a new transportation center to be located in central Maui. Currently, MEO is in the planning and design of the project. Funds have been allocated by the State and the County. Federal funds are being sought as well. MEO Transportation has successfully turned casual services contracts into regular ones. For example, under a contract with the State of Hawaii, MEO transports patients from Maui Memorial Medical Center to long-term care facilities also MEO, under funding from the State and County, provides life-saving transportation for dialysis patients.

### **Community Services**

MEO's community services department is aware of the limited resources available to address the numerous needs of the community. The limitations imposed by a recurrent lack of resources create gaps in services. Given these limitations, MEO does its best to make up for the difference between community needs and the programs we operate.

1. Service Gaps/Referrals: Community services staff are thoroughly familiar with all of the private as well as public community social agencies. This facilitates referral so the greatest number of individuals and families in need can receive services not directly available from MEO.
2. Service Gaps/Partnerships: The most common way to address the gaps in service delivery is to partner with social service agencies that address those areas in which we cannot offer adequate service or assistance. For example, when we are working to place an individual in a job and we encounter a barrier such as substance abuse, we refer and link our client with a specialized substance abuse assessment and counseling program before proceeding with the ISP that requires job placement as soon as possible. Also, to dispel the gaps in services when dealing with employment and training activities, staff coordinates closely with its WIA partners and other entities able to complement our efforts in assisting the client.
3. Geographic Gaps: Individuals and families who live in remote area of the county represent an important gap constantly encountered by community services staff. While Central Maui, South Maui, and West Maui are within reach of our offices, the isolated areas of East Maui, Moloka'i, and Lanai present special barriers. Services are limited to these locations, even as we seek to provide similar programs.
4. Funding and Resources Gaps: Like most social service entities, we seek funding continuously so we may continue to assist low-income individuals and families to secure and retain long-term employment.

5. Workforce Development Division (WDD): In conjunction with WDD, MEO provides its clients with financial assistance to enroll qualified participants in Commercial Driver's License (CDL) training. The cost per CDL graduate is \$4,700.00 that will be paid by WDD. It also supports entrepreneurial students in MEO's BDC program by providing \$125 for each participant enrolled in that program and supports pre-employment/job readiness training @ \$94.00 per participant.
6. Hawaii State Department of Education: In conjunction with the Department of Education's English as a Second Language (ESL) program, MEO provides eligible clients with basic, job-related, training in English language needed on the job.

### **Enlace Hispano**

Enlace Hispano continues to develop linkages with local, state and federal agencies. The department has provided a number of educational opportunities for service providers to learn about the Hispanic culture, the specific characteristics of Maui Hispanics and what the current needs are for this population. Through these educational workshops, providers have become more aware

of areas to improve upon and rely on Enlace Hispano for relaying changes in community needs and interests.

EH collaborates with the State Department of Health's Special Supplemental Nutrition Program for Women Infants, and Children (WIC), a federally funded program providing EH participants with nourishing supplemental foods, nutrition education, breastfeeding promotion and health and social service referrals. The EH participants of WIC are either pregnant, breastfeeding, or postpartum women, and infants and children under age five who meet income guidelines and have a medical or nutritional risk. EH is working collaboratively, providing education and referral assistance for the Consulate Generals from Mexico, Guatemala and Argentina regarding their nationals who come to seek services to EH to renew their passports, visas etc.

The National Council of La Raza, the nation's largest Hispanic constituency-based organization, advocates and provides technical assistance to Hispanics. In 1998, MEO became an affiliate with La Raza and since then EH has received technical assistance, information on opportunities for the Hispanic community, and free translated health educational material to distribute to the Hispanic community.

### **Being Empowered and Safe Together (BEST)**

BEST maintains close working relationships with the Hawaii Department of Public Safety-Honolulu Administrators, the Maui Community Correctional Center staff (includes Warden, Adult Corrections Officers, Social Workers), the Hawaii Paroling Authority-Maui Branch, the Probation Office- the Judiciary, and the Maui Intake Service Center.

In addition, BEST maintains working relationships with several community non-profit agencies including; Aloha House (Substance Abuse inpatient/outpatient treatment programs); Malama Family Recovery Center (treatment programs for women and children); the Hui Malama Learning Center (GED); Women Helping Women (residential center for victims of Domestic Violence); and numerous other agencies. These relationships help bridge the gaps in services for this special population. While MEO-BEST assumes the lead, these other agencies provide services that BEST doesn't provide.

BEST provides services to men and women who have been convicted of a Class A, B, or C felonies. In addition, men will have served at least one year in prison; women 6 months in prison. Through a special program entitled PROTECT, BEST provides services to women who are considered Pre-Trial (awaiting trial, bail out, or some form of supervised release). Normally, the Department of Public Safety will not provide services of any kind to this population. Because of PROTECT, women in pre-trial status are able to attend classes covering Life Skills, Parenting, Computer Skills, Survival Skills, and other classes that are gender specific.

BEST has identified gaps in the number of qualified substance abuse treatment providers, mental health treatment providers and housing for women who are released from MCCC. Often they have no resources, no housing, no clothing and no transportation. Most often, these are women who were in pre-trial status and were released without warning and have no immediate sources of support. There is also a need for longer term housing for women with children who are formerly incarcerated. They need the opportunity to interact and learn skills to parent their children while having a safe place to live, receive treatment and training, and to work.

BEST has identified individuals who want to take college credit courses. Through a partnership with the Maui Community College (MCC), BEST is able to provide college credit courses on site at the Correctional Center and taught by MCC instructors. These courses will help individuals assess their readiness to take regular college credit courses once they emerge from MCCC.

### **Youth Services**

1. Educational Gaps: Youth Services has a Memorandum of Agreement with Hui Malama Learning Center to help fill the gaps in services not reached through the normal DOE system. They provide testing, basic skills, essential skills, academic tutoring, and pre-GED preparation.
2. Cultural Gaps: Youth Services links with Queen Liliuokalani Children's Center and Alu Like in referrals and in shared program services which are beneficial to native Hawaiians. Hui No Ke Ola Pono, a Hawaiian resource agency, provides assistance for Youth Services members in the area of healthy eating lifestyles. They substitute teach for the Youth Services classes. Youth Services links with kupuna to learn Hawaiian history and culture. The Olowalu Cultural Reserve invites youth to their land to do hands-on activities and learn the Hawaiian ways. Without this, the youth, most of whom are native Hawaiian, would have a gap in their cultural understanding.

### **MEO BDC**

MEO BDC works closely with other non-traditional lending institutions such as Lokahi Pacific, and refers clients needing access to capital beyond MEO BDC loan limits to them. MEO supports clients from the State of Hawaii Division of Vocational Rehabilitation and Workforce Development. Working closely with clients referred by the Hawaii Small Business Development Center Network, Maui Center (SBDC), MEO BDC will also refer clients to SBDC when appropriate.

When client's businesses have outgrown MEO BDC's services, they are referred to the major banks in Maui County, with whom MEO BDC has an excellent relationship and reputation. Likewise, MEO BDC gets client referrals from banks when they are unable to meet the needs of

customers with challenging credit histories or insufficient income to meet their criteria for traditional bank lending. Part of MEO BDC's mission is to help its clients become bankable.

### **VITA Program**

With the services of the VITA program, MEO is able to provide tax preparation to families and individuals who can't afford to pay to have their taxes prepared. This program not only saves them the cost of having their taxes prepared but often gets them a refund that they otherwise would not have received if they failed to file their taxes.

In order to reach out to the families and individuals most in need of this program, the VITA program works closely with the Head Start preschool program as well, as other MEO programs, to identify low and moderate-income families that could benefit from the free tax preparation services. Very often these families and individuals are eligible to receive the Earned Income Credit, among others, that usually result in significant refunds.

MEO also works with other community agencies to extend our reach beyond the circle of MEO clients. Many of these agencies cooperate with us to provide referrals to our program. Even some of the commercial tax preparation companies have referred taxpayers to us who were unable to pay to have their taxes prepared. MEO has also cooperated with other AARP and VITA tax preparation sites to accommodate overflow.

### **State Department of Human Services**

The State agency provides funds that assist MEO with the delivery of chore services to persons with disabilities and homebound individuals, and energy credit and emergency assistance for low-income families.

### **State Department of Community Services**

The State agency provides funds to MEO through its Rental Assistance Program to help homeless people find and remain in affordable housing.

### **County of Maui**

The County of Maui provides funds that allow MEO to provide specialized, personable public transportation to the elderly, persons with disabilities, youth, and children. The County also supports MEO to provide extended classroom hours for Head Start children, summer preschool programs, chore services for the homebound and persons with disabilities, rental and utility assistance for the homeless, and Enlace Hispano (Hispanic Link) acculturation services, *Somos Amigos* (We Are Friends) community festival, Youth Services, AmeriCorps, and MEOBDC.

### **Community Action Partnership (CAP) — Formally NACAA**

Membership in the national organization allows MEO the ability to be informed of current events, advancement in management and operational skills, and the opportunity to network and build relationships with our peers. Through this education and training we receive from CAP, we are kept abreast of national and regional issues and concerns. The Executive Director, Board Chair, and other staff annually attend the CAP annual conference.

### **The Hawaii Community Action Program Directors Association (HCAPDA)**

MEO is a member of HCAPDA along with three other community action agencies (Honolulu Community Action Program, Hawaii County Economic Opportunity Council, Kauai Economic Opportunity) in the State of Hawaii. The association discusses mutual concerns pertaining to

programs/activities, funding sources, training, governmental relations, and community development initiatives. This year, MEO's CEO is the chair of the association.

### **Rocky Mountain High Coalition (RMHI)**

This is a cooperative consortium of farm worker program providers in seventeen (17) mid-western and western states, affording MEO opportunities to network and collaborate on efforts to increase resources for migrant and seasonal farm workers throughout the region. MEO is an active member in the coalition and has hosted a number of meetings on Maui.

### **Employment & Training Partners**

In addition to these key linkages, successful employment, training, and placement for Hawai'i's low-income persons would not be possible without close coordination with:

1. Hawaii Department of Labor and Industrial Relations (DLIR) through the Workforce Development Department which occupies the "lead role" in fulfilling Hawai'i's WIA goal and objectives;
2. The Maui County Local Workforce Investment Board, a County executive-level advisory body, through which MEO is formally represented.
3. State Workforce Development Council — MEO's Executive Director is a member appointed by the Governor.
4. WIB Youth Council — MEO's Youth Services Director, Alika Atay, is a representative on the council.
5. Alu Like, Inc., a non-profit Native Hawaiian Corporation, partially funded through the federal Office of Native American Programs and a source of employment and training opportunities.
6. National Council of La Raza, the nation's largest Hispanic constituency-based organization, advocates and provides technical assistance to Hispanics. In 1998, MEO became an affiliate of NCLR.

### **The Theresa Hughes Foundation PIN Grant**

This foundation provides grants to agencies that target specific populations and provide a wide variety of services. PIN provides small grants to MEO for emergency needs for the elderly (70 years plus), the mentally ill, children with medical needs/speech therapy, child abuse and/or neglected.

### **Hawaii Community Foundation**

HCF sponsored the MEO CEO in its PONO program providing networking and educational opportunities that are beneficial to the organization by improving the skills of top level management. Additionally, HCF funded a study to expand income opportunities utilizing current resources to expand programs and develop consistent and reliable revenue streams. HCF also provides funds for intergenerational, educational activities that bring families together in positive ways on all three islands.

### **The Maui Chamber of Commerce**

MEO's membership in the Chamber allows access to a variety of private sector employers and on-the-job-training resources and opportunities. The Chamber's executive director formally served on the MEO Board of Directors. MEO's chief human resources officer serves on the Business Education Committee.

### **The Hispanic Chamber of Commerce of Hawaii**

It is essential that MEO participate and network with this ethnic organization, which represents a major immigrant group in Maui County.

### **The Maui Homeless Alliance**

The Maui Homeless Alliance is a coalition of agencies that advocates and raises concerns pertaining to Maui's homeless population. These range from housing, emergency and drop in shelters, outreach & referral, food, clothing, medical health, counseling, suicide/crisis counseling, child/spouse abuse support and education, personal hygiene, youth and infant care, mental illness, alcohol and drug treatment. Ka Hale A Ke Ola Homeless Resource Center, The Salvation Army, Aloha House, Inc., Kokua Services, The Maui AIDS Foundation, Maui Family Support Services, State Office of Veterans Services, VA Veterans Center, Women Helping Women, Alternatives to Violence, Legal Aid Society of Hawaii-Maui Branch, The Community Health Clinic of Maui, and The Maui Community Food Bank assist in providing these services.

### **Hale Mahaolu, Inc.**

Hale Mahaolu is a community and housing development organization providing rental units and meals to the elderly, low-income, and disabled individuals and families. MEO provides transportation, chore services, out-reach and case management services to many residents of Hale Mahaolu's eight (8) housing projects on Maui, Lanai, and Molokai. Hale Mahaolu has assisted MEO with the construction of two (2) Head Start classrooms in the Luana Gardens phase II project. Also, we have a branch office located at their Hale Kupuna O Lanai Elderly housing complex. MEO has received an ARRA Weatherization Assistance Program grant a large portion of which will be utilized to install solar hot water heaters at Luana Gardens.

### **The Joint Advocacy Committee on Senior Affairs (JACOSA)**

MEO's involvements with JACOSA allow us to participate in formulating, prioritizing, and advocating senior concerns and issues, which are addressed with county, state, and federal officials. We are very fortunate to work with executives from Hale Mahaolu, AARP, Maui Adult Day Care Center, Maui County Office on Aging, Hale Makua Health and Nursing Care, and senior participants.

### **The Hawaii Transportation Association (HTA) and the Community Transportation Association of America (CTAA)**

MEO's membership provides access to statewide and national transportation issues and to advocate for disadvantaged individuals and families especially the elderly, persons with disabilities, youth, and children. Transportation services being provided are vital and necessary to maintain client's daily and/or non-emergency needs. MEO's Transportation Director and Assistant Director regularly attend national and local conferences.

### **The Head Start Policy Council**

MEO's involvement with the Policy Council allows parents to be empowered to represent their individual centers and the Head start program as a whole. The Policy Council is a decision-

making body that approves all Head Start hiring, terminations, policies and procedure changes, planning and grant submissions. The Policy Council is responsible for conducting the self-assessment required on an annual basis. All of these activities teach leadership skills so that they can continue to advocate for their families and community. To be informed and to advocate for Head Start concerns, our members represent health and education related organizations: Child Welfare Services, Maui County Correctional Center and Aloha House as well as 78% of the Council consisting of parents in the program.

#### **The Maui United Way**

MEO is not a United Way-funded agency. However, that does not preclude our involvement with this vital and worthy agency that provides such essential funding to other human resource agencies. Lyn McNeff, MEO Chief Programs Officer is a member of their board and MEO staff is involved in various committees and contributes to their annual fundraising.

#### **The State Disability, Communication, and Access Board/Maui County Commission on Persons with Disabilities**

MEO staff attends meetings regularly to be informed on disability issues. This provides MEO opportunities to continuously advocate for services for people with disabilities. In partnership with these and other community agencies, MEO provides specialized transportation for people with disabilities to attend the annual special county fair in Wailuku during the last week of September.

#### **Maui County Rural Health Association**

This coalition has accessed federal and state funds for primary care and community health programs for low-income families, immigrant individuals, and families and for isolated, rural communities in Maui County. Together with Imua Rehab, the State Department of Health-Public Health Nursing Branch, Hui No Ke Ola Pono Hawaiian Health Care System, Hana Health Committee, The Maui Community Food Bank, The Community Clinic of Maui and Hale Mahaolu helps to provide vital health and social services to needy families.

#### **AKAKU (Maui Community Access Television)**

The local community access television station is a place where MEO is able to produce programs and appear as a guest on other programs to advocate for our clients and promote MEO services.

#### **MEO Board of Directors**

The Board of Directors' three-sector structure (public, resident, private) provides an opportunity to network and increase awareness of concerns of those representing specific geographic, ethnic, and cultural groups.

#### **Faith Based Organizations**

Many churches assist low-income individuals and families by providing shelter, food, and clothing. MEO works very closely with a number of denominations providing assistance and supplies. MEO has also collaborated with Faith-Based organizations on Maui to provide support to inmates re-entering society from the Maui Community Correctional Center.

MEO has taken a leadership position in the collaboration and partnership with other agencies. Our executive director is committed to the consolidation of programs and services to maximize resources, by minimizing administrative costs to provide more funds for services to the

community. MEO's management believes that it is important that we cooperate, collaborate and coordinate with whatever organization or groups that are formed in the community.

#### **Maui Non-Profit Directors Association**

MEO hosts the monthly meeting for, and is a partner with, all other non-profit agencies on the island of Maui through this organization. MNPDA acts as the voice and the advocate for issues affecting the non-profit community and, ultimately, the population served in the County. Meetings are held with the mayor and county council members to discuss these issues. In addition, agency directors share information, find partners for common initiatives, and support each other to serve the community. As an advocate, the leadership of this association meets with state legislators and renders opinions regarding non-profit topics in the state. MEO BDC's CEO is currently the chair of the association and MEO CEO and CPO are members of the association.

Other public and private agencies MEO works with are: The Hawai'i Dept. of Health, State Health Planning and Development Agency, Dept. of Veterans Affairs, State of Hawai'i Attorney General's Office, Maui Hispanic Health Coalition, Maui Community Mental Health, Public Health Nursing, County of Maui's Department of Housing and Human Concerns, Civil Defense, Maui County Office on Aging, Public Works, Finance, Parks and Recreation, Ka Hale A Ke Ola Homeless Resource Center, The Salvation Army, Aloha House Inc., Kokua Services, The Maui AIDS Foundation, Maui Family Support Services, 700 Club, Women Helping Women,

Legal Aid Society of Hawai'i-Maui Branch, The Community Clinic of Maui, The Maui Community Food Bank, AARP, Hale Makua Health and Nursing Care, The Community Transportation Association of America (CTAA), The Maui Early Childhood Resource Coalition, The Healthy Mothers, Healthy Babies Coalition, Rotary International, Punana Leo Hawaiian Immersion Program, Imua Family Services, Hana Health Committee, Maui Electric Company, the State Department of Public Safety, the Hawaii Paroling Authority, Maui Intake Services Center-Maui Office, the Maui Community Correctional Center, the Second Circuit Judiciary, and the Adult Services Division of the Second Circuit Judiciary.

#### **WIA - One-Stop Partners**

MEO collaborates with the State's Workforce Development Division in Wailuku as a partner in the Workforce Investment Act One-Stop delivery system. The purpose of the one-stop system is to provide universal access to employment and training opportunities through one full service center to the local labor market. MEO's participation includes assigning a case manager to the WDD office, once a week for two hours (1:30-3:30 pm) on Wednesdays. There, our case manager reviews job listings, reviews tutorial programs available for the public, provides customer assistance to anyone who might walk-in, and provides other general support and information to WDD staff case workers. MEO staff arranges to meet their clients at the WDD center to show them what resources are available, helps clients to use the programs and services, and can provide some interpretation if there is a language or understanding barrier. MEO's Executive Director sits as a Board member of the Maui County Workforce Investment Board.

#### **D. NARRATIVE DESCRIPTION OF HOW CSBG FUNDS WILL BE COORDINATED WITH OTHER PUBLIC AND PRIVATE SOURCES.**

MEO uses CSBG funding to provide basic administrative and departmental expenses ensuring essential services are provided to the disadvantaged throughout Maui County. MEO is able to



leverage CSBG funding to increase our capacity to achieve the results we need to serve the community. On a quarterly and annual basis, financial reports are provided to the Department of Labor and Industrial Relations-Office of Community Services substantiating this leveraging affect.

Ninety seven percent (97%) of MEO's total annual budget consists of non-CSBG dollars. The amount of in-kind contributions generated annually is \$550,000. The total number of recorded volunteer hours provided to MEO amounts to nearly 5,500 hours. These are only the hours and dollar amounts MEO is required to record for bookkeeping purposes. Anecdotally, MEO believes the volunteer and in-kind amounts to be at least double these amounts. Within MEO's service area, there are two governmental jurisdictions: the County of Maui and the State of Hawai'i. Both of these jurisdictions provide funding to MEO through grants, contracts, and purchase of service. Examples of MEO leveraging of CSBG funds are:

### **Head Start**

The majority of referral services provided to our clients involve community agencies that require no fee for services. This allows Head Start to utilize funding directly for the children and families. The following are grants that serve the children and families in the Head Start program.

1. Federal .State of Hawaii — Office of Community Service
2. County of Maui — Afterschool
3. County of Maui — Summer Maui
4. County of Maui — Summer Molokai
5. County of Maui — Ohana Strengthening
6. Hawaii Community Foundation — Family Fun Days (all islands)

### **Transportation**

CSBG funds provide MEO's transportation department the ability to leverage funds from four major sources and they are:

1. County of Maui provides nearly 80% of department's budget
2. State - Office of Community Services provides about 8% D Federal — FTA accounts for 3%
3. Private sources account for nearly 10%

### **Enlace Hispano**

Enlace Hispano provides innovative services to the community of Maui. The County of Maui provides program support and the Hawaii Tourism Authority has provided *Samos Amigos* support for the community festival.

### **MEO Housing and Property Development**

CSBG funds help IVIED to plan and devise opportunities for housing assistance, housing and property development. BEST works with the MEO Ad Hoc Committee to plan and develop two projects: 1) BEST House, modeled after the nationally recognized Delancey Street Foundation in San Francisco, providing on-site residential and employment opportunities in a training academy that emphasizes work, learning, career and skills building for its residents; and, 2) Ke Kahua Agricultural Project, an agricultural and residential project for incarcerated men who will cultivate native plants, fruits and vegetables for BEST House and the surrounding community.

### **VITA Program**

The primary funders of the VITA program in recent history have been the County of Maui and the Federal government through the IRS VITA grant. MEO was one of only 3 agencies in Hawaii to receive the IRS VITA grant and was the only agency based in Maui County. The IRS VITA grant requires a 1:1 match and the County of Maui provided MEO with the match. Because this program by nature is beneficial to government at all levels, MEO is looking to continue to partner with the County, State, and Federal governments to continue to provide free tax preparation services to not only benefit individual and families, but to also benefit the economies on all levels.

## **E. NARRATIVE DESCRIPTION OF PLANNED INNOVATIVE COMMUNITY AND NEIGHBORHOOD-BASED INITIATIVES**

### **Head Start**

MEO Head Start has numerous planned activities to encourage families to become advocates by being involved. Parents are invited to be leaders within their children's center by participating in Parent Committee meetings, or by representing their center at Policy Council (decision making body similar to a Board of Directors). Parents are asked to participate in County budget hearings to understand that, as a community, everyone has a voice to advocate. At these functions, parents are open to share their stories of how Head Start made a difference in their lives, allowing them to return to work or continue their education. Through the 'Ohana Strengthening program, child and parent classes are provided for families in residence at the homeless resource center, using a curriculum, over a ten week program. This program also provides services to mothers who are incarcerated at MCCC; children and their mothers are able to gather in a place outside of the prison and enjoy a family event together. A similar program is provided to parents and children at the public housing location in Wailuku.

### **Community Services**

MEO's community services department continues to promote the involvement of low-income individuals in the direction of their community and to empower them to affect the changes that will further their interests. The main thrust is to educate low-income clients and their families during the period in which they are enrolled and receiving services or assistance from MEO.

Usually, the reason low-income individuals apply for services with MEO is the attraction of available funds and services they may obtain in order to alleviate some financial pressure or suffering. Applicants for this assistance must work with MEO case managers. Assessment of the client's situation, by the case manager, may assist in determining the client's goals and which obstacles are impeding them from attaining their goals.

Once trust is established between case manager and client, the client becomes receptive to more than just the immediate assistance initially requested. The case manager, through supportive counseling techniques, assists the client in recognizing their goals and obstacles and discusses ways to best tackle the situation. An Individual Service Plan is agreed upon and signed by the client who wants to obtain assistance or services.

Throughout the ensuing working relationship, the case manager provides continued support and guidance making sure that the client experiences initial successes through a series of small,

quantifiable, and achievable steps. As the relationship progresses, the case manager provides educational materials and information as well as referrals to training or classes that promote and reinforce the client's sense of self-direction and self-worth.

Until client termination from the program, the case manager continues to involve the client with activities that educate and promote within them a growing sense of empowerment over their lives and a conviction that they can affect change not only in their lives but also in their community in order to obtain better conditions for themselves as well as for their family.

### **Enlace Hispano**

The Health Passport Initiative provided low-English proficient Hispanics with a resource guide to become more proactive in their own health care. The distribution and use of this wallet-sized manual, provides educational information, individualized vital statistics and calendars periodic tests and exams, thus helping the patient understand the need for doctor's visits and feeling more comfortable asking questions regarding health issues. Collaboration with the Women,

Infants, and Children (WIC) program continues. Lasting connections have been made between the Enlace staff and WIC participants who have sought out Enlace Hispano for a variety of other services. In the next year, Enlace Hispano will be looking into other opportunities to provide education about the Hispanic culture to the rest of the Maui community as well as continuing to provide healthy lifestyle education to the Hispanic community. Enlace Hispano has received funding from the County of Maui to do presentations at Maui high schools to provide substance abuse prevention education and information about services in general in the community to Hispanic students and/or their parents.

### **Being Empowered and Safe Together (BEST)**

BEST plans to involve and empower its participants to advocate for change on their own behalf. BEST clients are encouraged to participate in cultural events that build their self-esteem and demonstrate to the community that they are contributing members. BEST also engages participants in volunteer service projects that benefit the larger community like the restoration activities in locations of cultural significance (Honokawai Valley, Wai Ki Kena, Kahikinui, and others).

In addition, BEST is presently planning two residential communities that will offer comprehensive wrap-around services. The residential communities will also serve as a training school that will provide an opportunity for residents to increase their skills. Marketable job skills, increased educational opportunities and a responsibility based program modeled after San Francisco's Delancey Street will enable participants to become stakeholders in their community.

With eleven acres of land in Waiehu, BEST has initiated an Agricultural Project named Ke Kahau (The Foundation). At Ke Kahua, presently and formerly incarcerated persons will work to cultivate native plants, fruits, vegetables and landscaping supplies. These products will support the preparations of meals at BEST House for children in MEO's Head Start program (approximately 10 Centers) for breakfast and lunch. Eventually, we will construct living quarters on the property and residents will live and work there. They will gain skills in agriculture and managing a business that they will use upon their exit from the program.

BEST will continue to support cultural education, cultural activity (hula halau, culture class, native planting and cultivation, work excursions in cultural locations), and cultural events so participants connect with their culture.

In order to address the lack of resources of participants when they are released from prison, BEST has formed the Kokua Kloset. This innovative, no cost program, collects household items, furnishing, bedding and clothing to assist anyone released from prison without any resources.

### **Youth Services**

National Park Services: Maui Youth Conservation Corps – MEO Youth Services was recently informed that its Maui Youth Conservation Corps grant was accepted. We have recently completed signing and have received back a 5-year Cooperative Agreement with the U.S. Department of the Interior, National Park Service (NPS). This agreement allows us to:

1. Develop a program involving cooperative efforts in cultural and natural resource conservation related to projects such as trail development and maintenance, historic, Cultural, forest and timber management, archeological conservation, and native plant habitat restoration and rehabilitation.
2. Promote and stimulate public purposes such as education, job training, development of responsible citizenship, productive community involvement, and furthering the understanding and appreciation of natural and cultural resources through the involvement of youth and young adults in care and enhancement of public resources.
3. Continue the longstanding efforts of the NPS to provide opportunities for public service, youth employment, minority youth development and training, and participation of young adults in accomplishing conservation-related work.

We are still in the planning and negotiating stages of aligning the "work and task agreements" for each worksite while also awaiting to make sure that the funds are all in place and has come through the process of going from Washington D.C. to the NPS Western Region to NPS Haleakala National Park to MEO Youth Services. Funding budgets are not yet finalized; but it is anticipated that funding will cover training for 20 youth participants and staffing needs for a period of 5 years.

### **MEO BDC:**

MEO BDC's initiatives deal with reaching out to the community and serving as an advocate and supporter of start-up or expanding businesses in Maui County. We do this in several ways: 1) MEO BDC rents two booths at the Maui County Fair in October to afford its clients an opportunity to significantly expand their customer base. Clients' products and services will be showcased and sold at these booths; 2) at the annual Maui County Seniors Fair we also have a display through which we show some of the products and services MEO BDC clients make and sell, the display also shows photos from some of our many entrepreneurial classes throughout the year; 3) MEO BDC is also one of the non-profit business organizations that collaborate with Maui County's Office of Economic Development in the Maui County Business Resource Center. Through this Center, we offer lunch-time seminars on "Starting a Business/Writing your Business Plan" and "Taking Control of Your Credit."

The advisors at the Center also refer people to MEO BDC for entrepreneurial classes and counseling. An alumni network was established for loan clients and graduates of our entrepreneurial classes. MEO BDC looks forward to planning programs that will further enhance the entrepreneurial nature of its clients. The Alumni Network also provides networking opportunities among this group and a chance to hear from professionals who would normally charge a fee for the information they will be presenting during the professional portion of each quarterly meeting.

**VITA Program:**

The VITA program is unique because it not only provides families and individuals with a valuable service, but it also educates taxpayers about how the tax system works. This education helps taxpayers to make better financial decisions and helps them to avoid the excessive costs of commercial tax preparation and Refund Anticipation Loans. MEO plans to increase the amount of services provided, especially focusing on difficult to reach areas and populations.

KAUAI ECONOMIC OPPORTUNITY, INC.  
COMMUNITY ACTION PLAN

# KAUAI ECONOMIC OPPORTUNITY, INCORPORATED

## Community Action Plan Fiscal Year 2012

### A. COMMUNITY NEEDS ASSESSMENT

#### Introduction

Kauai County is a County in Hawaii that had total population of 67,091 according to the 2010 U.S. Census. Since 2000, the number of Kauaian living below the poverty level increased over 950, from 6,031 to 6,977, and the poverty rose from 10.3% to 10.4%. The poverty level for a family of four on Kauai rose from \$19,641 in 2000 to \$22,260 in 2005. The Kauai poverty rate rose less rapidly than the national rate during this same period, and is equal to the Statewide rate during the same time period.

Since 2000, Kauai median family income declined from \$55,900 to \$55,723 or -1% in actual dollars, and income remained 6% lower than Statewide averages. This occurred because Kauai incomes grew more slowly than the U.S. average at the same time as U.S. prices increased less rapidly than in Hawaii.<sup>2</sup> The data indicates a declining local economy that encourages **Kauai Economic Opportunity, Inc. (KEO)** to remain focused on its mission of alleviating persons and families on Kauai from conditions of poverty. Kauai's unemployment rate as of June 2009 stands at 11.1%.

Island prices are rising faster than the national inflation rate. The federal government (Bureau of Labor Statistics) provides estimates of prices and price changes for major geographical areas as a basis for tracking inflation and setting minimum wages. For the state of Hawaii, data are available only for Honolulu. Since, 2000, the Honolulu price index rose by over 30 points from 176.3 to 206.4, while the U.S. price index rose by over 28 points from 172.2 to 200.6. Because Kauai incomes grew more slowly than the U.S. average at the same time as U.S. prices increased less slowly than in Hawaii, the ratio of real Kauai family income to the U.S. fell from 1.09 in 2000 to 0.99 in 2006.<sup>3</sup>

Kauai Economic Opportunity, Inc. is committed to helping the disadvantaged, whose income are at or below the state poverty level. KEO is committed to helping people in poverty and assisting them in achieving sustainable levels of social and economic self-sufficiency.

The FY 2010 *Kauai Economic Opportunity, Inc. Community Action Plan* is primarily based on **Family Needs Assessment** completed by clients at the time of KEO Intake Application and was selected for this year plan. Conduct of a Family Needs Assessment (FNA) affords a special opportunity for KEO to undertake a survey of the poverty population of Kauai including an assessment of their needs. The process includes participation of KEO *low-income* and *disadvantaged* clientele in assessing the needs in programs they participate in. We use the collected data and information to establish program priorities, which provides KEO the

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<sup>1</sup>2010 U.S. Census, 2006 U.S. Census Estimate

<sup>2</sup> U.S. HUD, User Data Sets

<sup>3</sup> U.S. Bureau of Labor Statistics

opportunity to decide and develop the project that adequately addresses the needs of economically disadvantaged and low-income individuals and families.

### **Methodology**

Part of the Needs Assessment process involves conducting interviews of agency clients by the Intake Worker. These assessments are focused on collecting information in 10 areas of interests that includes: [1] Food, [2] Housing, [3] Utilities, [4] Emergency Assistance, [5] Medical, [6] Dental, [7] Employment, [8] Childcare, [9] Financial, and [10] Clothing. Individual responses to questions are recorded directly on the questionnaires. For questions 1-10, a "check sign" indicates that there is a client's need for the service. Questions 8-9, which refers to financial and emergency needs, are asked to determine the kind and type of assistance the clients need. Questions, in which some clients may choose not to respond at all, are left blank.

As a result of the assessment process, a list of 212 selected clients was established from KEO client files. This was selected from among 1,798 households in the KEO database belonging to the active "poverty level" category.

### **Limitations**

Factors possibly affecting the accuracy of the survey:

1. All clients are listed in the agency database, but some clients only pick up government surplus food, attend the After School Program or Child Care Program or are referred to other agencies because of insufficient resources at the time they needed assistance.
2. Homeless clients, who are the most needy among KEO's clientele, were largely underrepresented in the survey as they complete a HMIS Intake which is entered into the agency database but often the FNA is incomplete or information provided is inaccurate.
3. The survey was confined to clients who sought services from KEO. The agency was incapable of gathering information from all the poverty stricken Kauai residents that are at or below the poverty threshold not served by KEO. Not all clients are listed in the agency database. Some are referred to other agencies because of insufficient resources at the time they needed assistance.

### **Results**

The survey disclosed a multi-racial and multi-ethnic composition of the county's population. These findings adequately explain recent findings that many Kauai households are made up of not only family members, but also persons of various ethnic orientations and racial origins. The racial compositions are predominantly Caucasians, Asians, and Hawaiians/Part-Hawaiians.

This is why many families on Kauai, including a majority of KEO clients, live in rented homes with relatives, acquaintances or friends, beside their own family members. Families accept these housing arrangements not out of desire but out of compulsion due to economic difficulties. With the high cost of rentals on Kauai, and considering the meager incomes they earn, KEO clients can ill afford the high cost of rental homes. This explains why they resort to having other people live with them to help pay for part of the rental cost. The prevailing situations on Kauai, in which few apartment complexes are available for rental purposes, further add to the already complicated housing situation.

As mentioned earlier, almost every client rents his or her home. The survey reveals that 57% of



clients have *housing* and *housing-related* issues as a major area of concern. It likewise shows that 33% of those with housing needs are finding affordable housing, 20% can afford the security deposit required to be able to move in, especially those eligible to get HUD Section 8, and 12% needs help in paying for rent.

The reason for "affordable housing" appearing as a top priority need among clients is because of the tight rental market situation on Kauai. Lower mortgage rates pushes rental rates up and business oriented persons take advantage of this situation and the booming housing market, to withdraw their rental units from the market to sell them at enormous profits. Homeowners, on the other hand, resort to converting many homes into vacation units to get a share of the gargantuan fees island visitors have to pay for local accommodations. Building new homes on Kauai is a rarity at this time due to the high cost of construction. The cost of new homes are so high and prohibitive that makes procuring a home an objective only the affluent can afford and far beyond the means of low-income persons and poverty stricken families to reach. Sixty-seven percent (67%) of clients are at or below 100% of the poverty guideline, which makes paying a monthly rental of \$1,000 a definite incapability.

Finances are of great concern to 48% of those surveyed ranging from paying rents and security deposits to utility payments. Forty nine percent (49%) of those with financial needs indicated that it would be for security deposit in order to obtain or maintain housing.

Emergency situations affected 43% of the total clients surveyed and it was all traced to housing-related concerns. Sixty nine percent (69%) of those who claim to have an emergency need stated that housing was the reason. Power shut-off and eviction due to inability to pay for utilities, rent, or security deposits turned up to be another great concern among clients.

Twenty percent (20%) of those surveyed expressed the need for employment or supplementary employment to complement current family incomes. Many of the publicly advertised positions are either entry-level positions or positions requiring certain levels of academic achievements that KEO clients do not possess. Very often, the entry-level jobs turn out to be casual part-time positions that do not pay well enough. Existing labor policies in Hawaii do not require employers to provide benefits to casual part-time employees and these agencies gain great monetary advantages from these exclusionary provisions of the law. Most of available full time jobs in the market are low-paying service jobs offered by the hospitality and visitor industry. The effects of "**part-time**" and "**low pay**" factors upon poverty-level wage earners including the highly motivated persons, makes getting out of poverty situation an extremely difficult objective to attain. For this reason, many take to working two, three, or even four part-time jobs in order to earn enough income to make both ends meet.

Health insurance is important in ensuring that individuals and families have access to needed medical treatment. Without insurance, preventive care and medical treatment may be delayed until a condition becomes serious or life threatening. This inattention compounds the original problem, may disrupt employment, and increases eventual costs. Health crisis and major medical expenses are often the triggering mechanisms for families to enter public assistance programs. Statistics for Kauai indicate that in 2005, 11.2% of adults were without health insurance.<sup>4</sup> Ten percent (10%) of KEO clients claim that they are not covered by medical insurance. These

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<sup>4</sup> UH Center on the Family

findings mean that most are covered by medical insurance but inability to find affordable

medical, dental, and prescription drug services is a problem. Medicare and Quest do not provide dental care coverage for adults except for extractions or cases under dire medical emergencies. The seventeen percent (17%) represents client applications for dental care services ranging from basic services to procurement of dentures that this agency usually receives. There is a felt need to address dental problems and concerns promptly as they can affect a person's health and nutritional well-being and in some ways, the jobless clientele's desire and ability to look for employment opportunities.

Many of the respondents expressed the need for training in financial management, particularly in the area of family budgeting. Several of them indicate the need for greater skills in stress management including broader knowledge in better handling personal and family problems. Considering all the stress/depression-related concerns, added to drugs, alcohol, tobacco, personal relationships, abuse, as well as family problems encountered by majority of the clientele, there is an urgent need for **Kauai Economic Opportunity, Inc.** to continue conducting **Life Skills Training, Counseling and Mentoring** with its projects and programs.

Overall, respondents indicated that **health** and **welfare** are the most important *concerns* among their *needs* with **food/nutrition** and **housing** coming in close behind.

### Summary of Priorities

1. **Housing:** On top of KEO clientele's priority needs are **Housing**. Unfortunately, affordable housing on Kauai is in short supply, which explains the predominance of *homeless persons* and *multifamily*. UH Center on the Family *household occupancy* on the island. It is not unusual to see 2-4 families on Kauai living under one roof. While staying in county parks is being tolerated by the government to a certain degree for homeless persons, Kauai County regulations limit their stay to just 60 days a year. The County started enforcing the policy in October 2003 with the issuance of citations to violators by the police. Homeless people who were once reliant on the park system for their homes are now spread out all over the island and can be found living in their cars, roadsides, and public parking lots.
2. **Financial:** Next on the priority list is financial concerns. Most of the clientele's emergency financial needs pertain to costs of rents, security deposits, and utilities including costs of affordable housing, if available. Sound economic policy prescribes that housing cost do not exceed one-third (1/3) of the household income. Great demands for housing have catapulted prices to sky-high levels that most families are left with no choice but spend more than half their earnings for housing alone. The skyrocketing cost of rent and utilities, combined with the almost daily increase in prices of gas and oil products synergistically interact to heighten the worsening economic sufferings of the disadvantaged and low-income persons and families. Electric rates, like gasoline prices on Kauai, are among the highest in the country. The minimal use of electricity for a family of four can mean a \$250 monthly utility bill.

Prioritization of expenses for housing, food, health, transportation, clothing, and other essential needs is strongly influenced by the level of **household income** and **cost of living**. When *cost of living is high* and *household income* is low, prioritization of household expenses becomes extremely difficult and a complicated task to perform.

3. **Employment:** The latest statistical data shows lack of availability of jobs on Kauai, so Employment issues will continue to dominate the lives of the poor and low-income

individuals. Unemployment figures for Kauai have almost tripled since this time last year, with the visitor and construction industries most affected, according to recent statistics from WorkWise Kaua'i.

While layoffs are widespread, the decline in visitor arrivals has forced hotel chains to significantly reduce staff, thereby forcing unemployment to spike to 11.1 % in June 2009.

Due to the higher cost of living, Kauai has a higher percentage of "involuntary part-time workers" and "multiple-job holders" than the *national* or *state* average.

4. Food & Nutrition: Food and Nutrition remains to be significant issues gauging from the number of people needing free food to supplement what they can afford to buy out of their meager incomes. Due to income limitations, families on Kauai actively seek for inexpensive food and continue to rely on free foodstuff they can obtain to provide food and nutrition to their families. This is evident from the increasing number of applicants and participants in ongoing free food-distribution programs of KEO and other agencies.
5. Dental: The presence of numerous Dental issues and concerns affecting many low-income persons on Kauai underscores the need for providing a variety of services including financial assistance to them. Services such as insurance coverage as well as other essential and affordable services should be accessible and made available to disadvantaged and low-income persons that require regular dental services in the community. Those highly vulnerable to dental problems that need these services are persons between the ages of 18 and 50. Insurance coverage may include only tooth extractions but not for dentures, and other dental corrective procedures. Assistance, in any available manner, should be provided because low-income people cannot afford to pay the high cost of dental care services that are not covered by insurance.

Priorities of *client needs* based on the **Community Needs Assessment Survey** are:

1. Housing
2. Financial Needs
3. Emergency Needs
4. Employment
5. Food & Nutrition
6. Dental
7. Clothing
8. Medical
9. Utilities
10. Child Care

## **B. DESCRIPTION OF SERVICES**

Kauai Economic Opportunity, Inc. (KEO) is a Community Action Agency (CAA) that has been providing a variety of services to the low-income and under-privileged individuals including the youth and the elderly on Kauai in the last 44 years. Information about community services that KEO provides are widely disseminated in the entire community through concerted efforts made possible by the employment of media, volunteer, and outreach worker's services, as well as coordination and cooperation with partnering community and faith-based organizations. Information concerning programs and projects in which new participants may be eligible, and

those in which current clients can participate, other than the program they are currently involved in, are offered directly by KEO to clients.

An intake worker who gathers information and documentation to determine eligibility routinely sees people needing direct or referral services from KEO. Much of the information is entered into a Central Intake System (CIS) database. This database makes case management a synergistic process that makes *"crossprogram client management"* more comprehensive, convenient, and efficient. The system also helps in keeping track of important client demographics and the reporting process, more convenient. The intake staff refers clients to appropriate programs of KEO or to other organizations where assistance is available. Follow up is done to assess development and determine results periodically.

Intake Service Delivery System:

Processing a client through intake involves the following steps:

1. Making an appointment with the Intake Worker (emergencies take priority)
2. Clients, who, for some reasons, are unable to come to the office, an appointment is made to meet with them at their residence, hospital, park, or other locations.
3. The Intake Worker assesses the client's primary needs.

Intake Application Process:

1. Documents required to determine eligibility are:
  - Income verification for the last 3 months
  - Birth verification of all household members
  - Picture identification of the applicant
  - Rent or lease agreement
  - Program specific information such as an electric bill for the Weatherization Program
2. The Intake Worker and the client complete the application packet, including:
  - KEO application of demographic information, income, services being requested, signed by both the client and Intake Worker Consent for Release Information
  - Immediate Needs Assessment
  - Notice of Understanding
  - Contact Summary

When the application packet is completed, the Intake Worker informs the client of KEO programs in which they may qualify to participate or that can be of assistance to them. The Intake Worker then:

1. Makes referral to appropriate program that addresses client's needs.
  - Referral Form (1 original & 3 copies)
  - The original and one copy are forwarded to the appropriate program to address the need and to generate the delivery of services. One copy is provided to the client and the last copy is kept by the Intake Worker to follow up if necessary.
  - The Program Director or Coordinator returns the original of the referral form to the Intake Worker indicating the scope of services delivered and the status of the client

- The Intake Worker follows up with the program staff if there is no confirmation that the client has received services within two weeks
2. Enters client information into the client care database system, and
  3. Documents are submitted to the Fiscal Office to file into the KEO Central File System.

Kauai Economic opportunity, Inc.'s current programs include:

1. Afterschool Program: Provides middle school students at Chiefess Kamakahelei Middle School & Kapaa Middle School with supervision, tutoring, drug abuse prevention, teen pregnancy and Life Skills training, team development activities, community service projects, canoe paddling and many other educational fun filled activities.
2. Community Housing Development Organization (CHDO): As a CHDO designated agency, KEO assists other agencies and partners in developing affordable housing for low and moderate income populations.
3. Early Learning Centers: Provides a comprehensive early childhood program for eligible participants as well as private participants. Two centers are located in **Lihue and Kalaheo**.
4. Elderly Nutrition Congregate Program: Provides hot lunches and nutrition education at neighborhood centers. Meal sites are located at various neighborhood centers throughout Kauai.
5. Emergency Assistance Program: Provides a one-time electric assistance for past due bill or urgent notice.
6. Emergency Food Pantry: Provides emergency food to low-income families or individuals.
7. Energy or the Weatherization Assistance Program: Provides energy saving education and installation of energy saving devices, such as compact fluorescent light bulbs, refrigerators and solar heaters at no cost to eligible households.
8. Food Services: Provides USDA approved meal services for KEO programs such as Elderly Nutrition, Early Learning Centers, and other private vendors.
9. Group Home: Pa'a Hana located in Kapaa, is a residential home for homeless adults with physical challenge.
10. Homebound Meal Program: Provides meal delivery to eligible home-bound elderly. Meal delivery is also available to private participants for a fee.
11. Homeless Emergency Shelter: Mana'olana provides overnight shelter for homeless individuals and families to stabilize and offer them a safe place to reassess and take control of their living situation.
12. Horticulture -- Papaya Training Program: Provides education, technical, and hands-on experience in the field of papaya growing as a business. The Horticulture Program also provides information and support in business planning & starting a Small Business.

13. LIHEAP: Provides funds for eligible low-income families with utility bills to receive a one-time energy credit or energy crisis intervention. Applications accepted during enrollment period.
14. Mediation Program: Provides conflict resolution program to assist participants through a process in solving disagreements. It also provides referrals and information for legal services in the community.
15. Peer Mediation Program: Provides conflict resolution for middle school children using trained peer mediators.
16. Persons-In-Need Program: Provides a one time or temporary financial assistance for individuals who are financially needy and meet the funding criteria.
  - *Hopper Funds* – Provides assistance for elderly persons 65 years or older who are financially needy.
  - *Teresa F. Hughes Family Trust Estate* – Provides assistance for adults 70 years or older, physically or mentally ill.
  - *Teresa F. Hughes Family Trust Estate* – Provides assistance for children under 18 years of age who have been abused, neglected or abandoned, or reside in a household in which abuse has occurred.
17. Shelter Plus Care Program: Provides rental housing subsidy & support services for chronically homeless individuals with chronic substance abuse.
18. State Homeless Stipend Program: Mana'olana, Ka Uapo, Lihue Court and Puhi transitional housing sites provides safe and decent shelters for up to 24 months and assistance towards permanent housing by addressing obstacles which prevent homeless persons from obtaining and retaining permanent housing through a coordinated effort of health, housing, financial and social services.
19. State Homeless Outreach Program: The Care-A-Van is a mobile unit providing services on-site where homeless congregate. The program conducts intake, referral and other needed services to eligible unsheltered homeless persons to assist in the progression toward a healthier, more stable living condition with the ultimate goal of permanent housing and self-sufficiency.
20. Temporary Emergency Food Assistance Program: Provides food surplus distribution at sites throughout the island four times a year.
21. United Way Loan: Assists individuals and families with a loan for security deposit to obtain or retain rental homes.

**C. Description of Specific Linkages will be Maintained or Established to Fill Identified Gaps in Services:**

Numerous *gaps in services* to low-income individuals as well as families exist on Kauai. These

gaps are identified as follows:

### **Legal Assistance**

Clients requiring legal assistance services that are beyond KEO Mediation Program's capacity to provide are referred to the Legal Aid Society. Most of the required services are those dealing with bankruptcy, repossessions, divorce, and foreclosures.

### **Domestic Violence**

Continues to be a predominant and highly disturbing family issue and concern among families on Kauai. Domestic violence often result to separation of couples, break-up of families, and in few instances, incarceration of wage earners leaving families to suffer from the brunt and *harsh realities* of *economic insecurity*. Parents and children, who leave homes in their efforts to escape from the aftermath of a violent environment not only lose family incomes but also their homes, which brings them closer to the brink of homelessness. Mediation efforts should be directed towards preventing misunderstandings through education of families on appropriate ways and effective means to resolve family conflicts. YWCA of Kauai provides assistance by working with victims of domestic violence and their families after each occurrence.

### **Education and Job Training**

Providing education and training to the jobless and low-income persons will help people find badly needed jobs. Having adequate job education and training equips the unemployed with skills to find jobs and assist the underemployed improve their chances to look for better-paying jobs.

With the loss of agriculture as a major support to its economy, Kauai is taking a long time transitioning from a once agricultural-driven to a tourism-based economy. With the threatened demise of the sugar industry, tourism remains the last hope for Kauai to save its economy from collapsing.

KEO's after-school program is focused on educating youth in "*Life Skills*" and preventing the development of "*Risky Behaviors*". The Early Learning Centers at Kalaheo and Lihue work to prepare preschoolers, in their early years, to become academically ready and successful in their subsequent quest for educational excellence.

### **Housing:**

This is an important issue that affects most of the low-income population of Kauai. There is an alarming shortage of affordable housing on Kauai and people are forced to live in overcrowded households in groups of 2 or 4 families. Homeless persons and families are forced to live in parks until they can find affordable homes to rent. However, the effort to find low-cost rental homes oftentimes takes months before it is realized. KEO has a transitional housing program that can assist nine families at a time. Despite the program's modest offer of help to the needy, many homeless people on the island of Kauai remain badly in need of housing assistance. Unfortunately, KEO lacks the capacity, at this time, to serve every person on Kauai needing housing assistance. To further complicate the situation, the affluent, who own rental homes take advantage of the prevailing high real estate prices to sell their units or convert them into higher-yielding vacation rental homes for visitors from outside the state.

### **Access to Telephone and other Communication Equipment**

Unemployed persons looking for work who do not have access to telephone facilities are denied

the opportunity to inform or be informed by employers regarding job application *dispositions* and *decisions*. Communications equipment is a vital tool that promotes and enhances ones capability to communicate most accurately and effectively to employers and job applicants alike. Not having these communication tools is definitely a barrier to employment opportunity.

### **Food Sustainability**

Each month, KEO helps feed over 1,000 individuals through the *Surplus Food Distribution*, *Emergency Food Pantry*, and *Meals-on-Wheels Programs*. Organizations in the community such as the Food Bank and other Community and Faith-based agencies are also doing their share to fulfill these needs. However, the issue of food sustainability that we lack at this time must be realistically addressed. Establishment and development of *Community Gardens* in Kauai is one solution that could contribute to the sustainability of the Food Program. This program provides residents as well as the homeless persons the land and education they need to be able to grow food that the family needs. This will also help residents improve their nutrition, stretch their food dollars, and reduce their dependence on **USDA** and **Food Pantry** food distribution services. Kauai experienced serious disruption of the flow of commercial food distribution during Hurricane Iniki and **Community Gardens** could be a solution towards that end in times of contingencies.

### **Kauai Youth**

Especially those at middle school and high school are greatly underserved, vulnerable, and at-risk for alcohol, tobacco, and other drugs while left unsupervised from 1:40 p.m., the time when school lets out for the day until 6:00 p.m., before their parents return home from work. At this time, when supervision is lacking, youth are at great risk to peer pressures and influences to use alcohol, tobacco and other drugs. Most teenage pregnancies take place during this unsupervised after-school hours of the day. KEO currently implement after school programs at Chiefess Kamakahelei Middle School and Kapaa Middle School for 6<sup>th</sup> to 8<sup>th</sup> graders. Life Skills Training is provided to students and parents.

### **Affordable Child Care**

The lack of adequate child care services on Kauai that are affordable acts as a barrier for unemployed or low-income parents to: [1] seek for employment, [2] go to school to pursue careers to improve their chances of obtaining good jobs, [3] or get employment in better paying jobs. Joblessness and inadequate family income are the most common reasons why parents can ill afford the high cost of child care. The child care cost can be nearly as much as the take home pays some people receive. One solution to the problem would to help low-income families with subsidy while seeking employment since Child Care Connection to income eligible who are working.

KEO currently operates two Early Learning Centers at two different locations. Both centers have been in operation for several decades and hold enviable track records worthy of praise and emulation. The extraordinarily good accomplishments of the two centers have left indelible imprints that KEO and the community can be proud of. There are other programs across the island that provide childcare services but affordability remains to be a problem. Additionally, the need for affordable child care services is expected to rise in the future considering the cost of living increasing for the families as well as increasing expenses for the schools.

### **Emergency Homeless Shelter**

KEO has been operating Mana'olana the only emergency homeless shelter in Kauai at present.



KEO, as lead agency, has been worked with a community task force to establish the homeless emergency shelter on Kauai as well as the overall housing crisis that is occurring on the island due to affordability. The shelter has assisted many people move from beaches and parks to establish a temporary safe haven. Some continue to live in households with friends or relatives under extremely overcrowded living conditions that could create health and sanitation problems.

### **Parenting Skills**

This is a deficiency common found among Kauai parents that needs to be addressed appropriately and expeditiously. There is a great need for parents to develop good interpersonal relations through education because it is vital for "good and trusting relationship" between each other in the family, most especially between "*parents and children*" to be developed. Good "*interpersonal relations*" should be developed and allowed to play its vital role in every home. This *delicate relationship* should first develop and flourish in a home before efforts to establish it outside the family is attempted. Providing parents with needed knowledge and skills that empowers them to perform specific role, as parent will establish a family of highly motivated adults and children. Parents needing parenting skills classes are referred to Child and Family Services and other agencies for assistance. Mandatory sessions are held for participants of the Transitional Housing Program.

### **Reliable Transportation**

This is a very common concern among *job seekers* as well as *people with new jobs* who don't own vehicles. While Kauai maintains a public bus service, routes are so limited that services are not available in some areas on the island. Sometimes there is a full hoar between stops that causes undue travel delays. Some areas located off the main highways are not serviced by the facility on a regular basis leaving a considerable number of people, not benefiting from the only public transportation facility on Kauai.

## **D. DESCRIPTION OF HOW CSBG FUNDS WILL BE COORDINATED WITH OTHER PUBLIC AND PRIVATE RESOURCES**

Kaua'i Economic Opportunity, Inc. currently works with many organizations to provide clients with a full spectrum of service. These agencies include:

Agency	Provide Information	Referrals	MOA
County of Kauai: County Attorney, Family Support Division	Yes Yes	Yes Yes	
County of Kauai: Housing Agency:	Yes	Yes	Yes
County of Kauai: Mayor's Office Information and Complaint			
County of Kauai: Agency on Aging	Yes	Yes	Yes
County of Kauai: Prosecuting Attorney	Yes	Yes	Yes
State of Hawaii: Courts: Adult Probation Children's Advocacy Center Counseling and Probation Division Family Court Family Services Fifth Circuit Fifth District	Yes  Yes Yes Yes Yes Yes	Yes  Yes Yes Yes Yes Yes	
State of Hawai'i: Department of Business, Economic Development and Tourism	Yes		Yes
State of Hawai'i: Department of Commerce and Consumer Affairs Consumer Protection Office Regulated Industries Complaints Office	Yes Yes Yes	Yes Yes Yes	Y
State of Hawai'i: Administration Adult Education Guidance of Health Special Services Special Education	Yes Yes Yes Yes	Yes Yes Yes Yes	Yes  Yes
State of Hawaii: Department of Health			

Administration	Yes		Yes
Alcohol Drug Abuse Division	Yes	Yes	
Children with Special Health Needs	Yes	Yes	Yes
Commission of Persons with Disabilities	Yes	Yes	
Community Services for the Developmentally Disabled			
Developmental Disabilities Council	Yes	Yes	
Health Promotion and Education	Yes	Yes	
Kaua'i Community Mental Health Center	Yes	Yes	
Adult Clinic	Yes	Yes	
Children's Team	Yes	Yes	
Maternal and Child Health Branch	Yes	Yes	
Nutrition Branch	Yes	Yes	
Public Health Nursing Services	Yes	Yes	
Elderly Health Maintenance Program	Yes	Yes	
Tuberculosis Clinic	Yes	Yes	
Women Infant Child Program	Yes	Yes	
State of Hawai'i : Department of Human Resources Benefit Employment and Support Services Division	Yes	Yes	
Central/West Child Welfare Services Unit	Yes	Yes	Yes
East Child Welfare Services Unit	Yes	Yes	
Family and Adult Series	Yes	Yes	
Intake/Crisis/Investigative Unit	Yes	Yes	
Med-Quest Division	Yes	Yes	
Social Services Unit	Yes	Yes	Yes
Hawaii Public Housing Authority	Yes	Yes	Yes
State of Hawai'i : Department of Labor and Industrial Relations	Yes	Yes	
Occupational Safety and Health	Yes	Yes	
Unemployment Insurance Division	Yes	Yes	
Employer Services	Yes	Yes	
Workers' Compensation	Yes	Yes	
Workforce Development Division	Yes	Yes	Yes
State of Hawai'i : Regulated Industries Complaints Office	Yes	No	Yes
Real Estate Commission	Yes	No	Yes
Governor's Liaison Office	Yes		
Kauai Community College			
Small Business Development Center	Yes	Yes	Yes
Office of Hawaiian Affairs	Yes	Yes	
Public Defender	Yes		
Federal Government:			
Federal Job Information Center	Yes	Yes	

Social Security Administration	Yes	Yes	
Veterans Center	Yes	Yes	
<b>Private Organizations</b>			
United Way of Kaua'i	Yes	Yes	Yes
YWCA	Yes	Yes	
Legal Aide Society	Yes	Yes	
Alu Like	Yes	Yes	Yes
Queen Lili'uokalani Children's Center	Yes	Yes	
Salvation Army	Yes	Yes	
Child and Family Services	Yes	Yes	
Kaiola Canoe Club	Yes	Yes	Yes

Community Service Block Grant funds provide administrative support for all KEO programs in order to expand service delivery or to mobilize existing program services with the agency for disadvantaged individuals or families on Kauai. KEO coordinates its CSBG funding with public and private sources, including:

1. State Department of Human Services
2. State Department of Health—ADAD
3. State Department of Education
4. Federal Emergency Management Agency
5. Mediation Centers of Hawai'i, Hawai'i State Judiciary
6. United Way of Kaua'i
7. Hawai'i Pacific Area Combined Federal Campaign
8. Kaua'i Disaster Fund
9. Hopper Fund
10. Teresa Hughes Family Trust
11. County of Kaua'i, Agency on Elderly Affairs
12. Alexander and Baldwin Foundation
13. County of Kauai, County Housing Agency
14. Hawaii Hotel Association—Visitor Industry Charity Walk
15. State of Hawai'i, Department of Labor and Industrial Relations, Workforce Development Division
16. State of Hawaii, Office of Community Services
17. WalMart Community Funds
18. KIUC — Charitable Foundation

**E. NARRATIVE DESCRIPTION OF PLANNED INNOVATIVE COMMUNITY AND NEIGHBORHOOD-BASE INITIATIVES RELATED TO THE PURPOSES OF THE CSBG ACT**

A **Continuum of Care Committee** continues to address homeless issues and to develop a formal plan to address homelessness for the County of Kaua'i. The plan serves as a blueprint for government and nonprofit entities when addressing issues or directing resources for the homeless. The committee discusses a variety of topics, including: the need for prevention,

increasing outreach services to the unsheltered population, supportive housing as an alternative to institutionalization and the inefficiencies of having a separate system just to serve those who are homeless, improving coordination that reduces fragmentation of programs, and increasing the strengths of our nonprofit providers in delivering services to homeless individuals and families.

The committee is made up of individuals from a many of Kaua'i's organizations that are concerned with homelessness and housing, including: Catholic Charities, Muse Court Town homes, St. Michaels's and All Angels Episcopal Church Homeless Outreach, Housing and Community Development Corporations of Hawai'i, YWCA of Kaua'i, Department of Health, Public Housing Branch, Department of Human Services, Adult and Community Care Services, Kaua'i Island Ministries, Salvation Army, County Housing Agency, and the Veteran's Administration.

An **emergency shelter** was at the top of the list of priorities for the committee. In November of 2007, KEO was able to open **Mana'olana**, the first emergency homeless shelter on Kauai which provides immediate care for homeless families and individuals. KEO received funding from a variety of sources including CDBG, CHDO and HOME funds for the pre-development, consultants, construction, operations and administration to rehabilitate several buildings that provide emergency shelter and 8 additional transitional shelter units for homeless individuals and families.

Additionally, the committee supports the continuation of the YWCA of Kaua'i domestic violence shelter. Transitional shelters are needed for elderly, singles, seriously mentally ill, and substance abusers. The shelters allow for providing those in severe need, the supportive services that will help them become self-sufficient.

Widespread homelessness exists on Kauai. In the fiscal year 2007, the Kaua'i Economic Opportunity, Incorporated Homeless Outreach Program provided services to 545 unsheltered homeless persons. On any given night, it is estimated that 6,029 individuals are homeless in Hawaii (SMS Research 2003). Over the course of one year, more than 14,000 individuals are homeless throughout the islands of Hawaii. According to the National Alliance to End Homelessness, there continues to be an increase in homelessness since the 1980's due to: 1) scarcity of housing; 2) lack of employment earnings to keep up with the rise in housing costs; 3) difficulty in accessing services that families need to survive; and 4) increase in social problems due to illegal drugs. SMS Research Company has conducted a survey of the homeless population over the last several months. Data from the survey has been inputted into the most recently updated plan. Research cited economic difficulties (i.e., the inability to pay rent), substance abuse and domestic situations as the main causes of homelessness. More than half of the homeless population (53%) are either lifetime residents of Hawaii or have been in the islands for more than 20 years. 37% of the total homeless population is considered Hawaiian or Part-Hawaiian, which is well above the comparative ethnic composition of the population in the State of Hawaii. The number of hidden homeless has more than doubled in the last decade, while the number of at-risk homeless has declined by more than half. A very tight housing market can explain the increase in hidden homeless. Housing is less affordable, and it drives those that can least afford it out of the market. However, the National Alliance as well as the Continuum of Care Committee, a coalition of homeless service providers, professionals, government agencies and consumers in Hawaii, believe that ending homelessness is within our grasp.

The **Transitional Housing Project** at Lihu'e Court Townhomes, Mana'olana and Ka Uapo is providing opportunities for Kaua'i Economic Opportunity, Incorporated to engage a community in an initiative to alleviate the homelessness. Through a partnership initiated by former Mayor Bryan Baptiste, the doors to Ka Uapo (*the bridge*) opened before Christmas of 2007 for 20 homeless families. Ka Uapo is a two year transitional housing project for working families, which provides a *bridge* to permanent housing. Residents are priority for new affordable housing developed through funding from the County of Kauai. The site is located at the former State Judiciary building. The Mana'olana sites offers 8 families the opportunity of transitional housing in a one bedroom duplex. The project was a joint effort spearheaded by KEO and could not have been accomplished without the partnership of the State of Hawaii, County of Kauai, Senator Inouye, and private sources such as Kauai Chapter Hawaii Hotel Association and Kauai Island Utility Corporate.

The immediate benefit to the community will be that homeless persons in crisis and living in dangerous conditions will transition into temporary transitional housing. Placement in a transitional housing program will enable the homeless to resolve barriers to self-sufficiency, obtain, and maintain permanent housing. The long-term benefit will be that homeless persons will successfully transition from unsafe, unsanitary living conditions to owning or obtaining long-term tenancy in permanent housing and become productive members of the community.

The **After School Program** at Chiefess Kamakahelei Middle School works in partnership with the Department of Education, the Department of Health, and Kaiola Canoe Club to provide services to 12 to 14 year-old youth who are at risk of alcohol, tobacco, and other drug use. Youth who are unsupervised during the after school hours are at elevated risk for drug use and other risky behaviors. The program provides drug use prevention education in the form of the Life Skills Training Program and personal and team development through paddling Hawaiian outrigger canoes in Nawiliwili Harbor. Other activities and excursions bolster the program. The Staff help the students with homework and social skills. As time permits, excursions introduce the youth to community services and expose them to art, cultural events, and a lot of fun.

According to consultant third party evaluator, The Catalyst Group Annual Program Evaluation Finding Report, the ADAD after-school program experienced a number of successes. The program came very close to the goal of serving 60 youth participants. The program recruited and administered pretest to 58 youth and 51 completed the posttest, which exceeded the projected 48 for the year for a retention rate of 88 percent. Moreover, 50 of 58 youth attended the minimum 7 sessions with most attending 10 or more sessions. In terms of risk and protective outcomes, the program was successful in assisting these youth increase their knowledge about relaxation as well as their skills in anxiety reduction. They also increased their assertiveness skills and positive attitudes about community services. Positive findings in these areas are consistent with the type of activities and services provided by the program. Although there were very little overall substance abuse use reported by these youths, the data shows that here were a few youth had used alcohol, marijuana, and inhalants 30-days prior to pretest are no longer using them at posttest. Focus groups were conducted as part of qualitative evaluations corroborated survey (quantitative) finds.

This program is growing into new opportunities as best practice drug prevention is gaining tremendous popularity at federal, state, and county levels. Grants have been submitted to expand the Chiefess Kamakahelei Middle School program to sixth grade youth and to provide an after-school program at Kapa'a Middle School. The Kapa'a Middle School program will combine

intensive mentoring with Life Skills Training to fortify youth with skills they need to resist drug, tobacco, alcohol use and HIV exposure. In the long-term, this means youth and young adults who confidently stand on their own and understand the consequences of drug use and other risky behaviors. Some clients may become leaders and elicit similar positive behavior among their peers and families. A partnership similar to the Chiefess Kamakahelei Middle School program partnership is forming to create a supportive network for the Kapa'a Middle School program. The school and the Kaiola Canoe Club are committed to the program.

## **F. SPECIFIC OUTCOME MEASURES, FOLLOWING THE SIX NATIONAL ROMA GOALS, TO BE USED TO MONITOR SUCCESS**

KEO selected the six national goals listed below with accompanying measurements and outcomes.

### **Goal 1. Low-Income People Become More Self-Sufficient:**

**Measure:** Secure and Retain Meaningful Employment.

**Outcome 1:** Of 8 participants in the Employment Services for Homeless and Transitional Housing Persons, 5 will become employed.

**Outcome 2:** Of 5 participants who obtain employment; 4 will maintain their employment for at least 90 days.

### **Goal 2. The Conditions in Which Low-Income People are Improved:**

**Measure:** Attain Adequate Education.

**Outcome 1:** Of 8 individual participants in the Transitional Housing Program, 3 will attend an outreach educational or literacy program.

**Outcome 2:** Of 43 participants enrolled in the Early Learning Centers Program, 35 will regularly attend and obtain a preschool education by the end of the program year.

### **Goal 3. Low-Income People Own a Stake in Their Community**

**Measure:** Number of households in which there is an increase in hours of volunteering.

**Outcome:** Twenty-five (25) households will participate in community projects to improve the conditions in their community.

### **Goal 4. Partnerships among Supporters and Providers of Services to Low-Income People Are Achieved:**

**Measure:** Number of partnerships established and/or maintained with other public and private entities to mobilize and leverage resources to provide services to low-income people.

**Outcome 1:** Ten (10) new and renewed Memoranda of Agreements between KEO and public and private agencies will be obtained.

**Outcome 2:** \$1,500,000 will be mobilized by the agency in order to alleviate conditions of poverty and low-income individuals and families to attain social and economic self-sufficiency.

### **Goal 5. Agencies Increase their Capacity to Achieve Results**

**Measure:** Total dollars mobilized by the agency.

**Outcome:** Ten (10) funding sources will be mobilized to provide programs for disadvantaged Individuals and families in the County of Kauai.

**Goal 6. Low-Income People, Especially Vulnerable Populations, Achieve their Potential by Stretching Family and other Supportive Systems.**

**Measure 1:** Provide on an Emergency Basis for the provision of such supplies and services, nutritious foods, and related services.

**Outcome:** One Hundred and Fifty (150) aged participants will lead healthier lives through participation in the Elderly Nutrition Programs, and Congregate Programs to maintain independent living situations.

**Measure 2:** Obtain and maintain adequate housing and a suitable living environment.

**Outcome:** Five (5) disabled or mentally challenged persons will maintain independent living situation while residing in safe and stable homes.

**Measure 3:** Obtain emergency assistance.

**Outcome:** Of 1,500 households, 200 households in crisis will have emergency needs ameliorated with assistance through the Person-In-Need grants, Emergency Food Pantry, LIHEAP, Emergency Electric Assistance Program and other grants programs.



**CERTIFICATION  
REGARDING  
ENVIRONMENTAL TOBACCO SMOKE**



U.S. Department of Health &amp; Human Services

## Administration for Children Families

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[G Privacy](#)  
[tOrSite Index](#)  
[@Contact Us](#)[Search](#)**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103227, Part C Environmental Tobacco Smoke, also known as the Pro Children Act of 1994, requires that smoking not be permitted in any portion of any indoor routinely owned or leased or contracted for by an entity and used routinely or regularly for provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity. By signing and submitting this application the applicant/grantee certifies that it will comply with the requirements of the Act.

The applicant/grantee further agrees that it will require the language of this certification be included in any subawards which contain provisions for the children's services and that all subgrantees shall certify accordingly.

## 2011 Poverty Guidelines for 48 Contiguous States and D.C., Alaska, and Hawaii

Download the Poverty Guidelines in printable [Word](#) (251 KB) or [PDF](#) (73 KB) format.

Related Item: [Technical Bulletin #12, ACF-700 Clarifications](#)

2011 HHS Poverty Guidelines

Persons in Family or Household	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$10,890	\$13,600	\$12,540
2	\$14,710	\$18,380	\$16,930
3	\$18,530	\$23,160	\$21,320
4	\$22,350	\$27,940	\$25,710
5	\$26,170	\$32,720	\$30,100
6	\$29,990	\$37,500	\$34,490
7	\$33,810	\$42,280	\$38,880
8	\$37,630	\$47,060	\$43,270
For each additional person, add	\$3,820	\$4,780	\$4,390

**SOURCE:** *Federal Register*, Vol. 76, No. 13, January 20, 2011, pp. 3637-3638

Annual HHS Poverty Guidelines are available online at <http://aspe.hhs.gov/poverty/>

### INCOME AS RELATED TO 2011 POVERTY LEVELS 48 Contiguous States and D.C.

ACF -700 Data Field	7a At or below Federal poverty threshold*	7b Above threshold but at or below 150% of threshold	7c Above 150% of threshold but at or below 200% of threshold	7d Above 200% of threshold
Calculation	Less than or equal to the Federal poverty threshold	Multiply threshold under 7a x 1.5 for upper limit	Multiply threshold under 7a x 2 for upper limit	Greater than upper limit for 7c

## **ATTACHMENTS**

**HONOLULU COMMUNITY ACTION PROGRAM, INC.**  
**(COMMUNITY ACTION PLAN)**



## COMMUNITY ACTION PLAN

HONOLULU COMMUNITY ACTION PROGRAM, INC.

October 1, 2009 — September 30, 2010

### A. COMMUNITY NEEDS ASSESSMENT

The Community Needs Assessment was updated for the new Community Services Block Grant (CSBG) program year: October 1, 2011 — September 30, 2012. The planning cycle involves an initial 3-year needs-assessment with updates made to each of the three program years based on implementation and experience. In developing and updating the needs-assessment, the following were taken into consideration:

1. Current economic outlook and relevant demographics.
2. Realigning program and services to better reflect both funded and planned initiatives.
3. Demographic updates based on projected trends (utilizing the City & County of Honolulu's Geographic Information System (GIS)).
4. Data-capture through defined target areas in each of the districts (Leeward, Central, Windward, Kalihi and Leahi). Target areas were selected in each of the districts with highest concentration of low-income population density and HCAP's geographic presence through district offices and Head Start classroom locations. Relative data and population proximities (ranging between 1/2 mile — 6 miles as applicable) were taken into consideration. See Exhibit I — Data-Target Areas.
5. Key need-areas and their relevant indicators were selected as highlighted under Exhibit II — Need Areas and Indicators.
6. Demographic (and needs-analysis) for each of the five districts were conducted as attached.
7. A comparative analysis of needs by district was conducted and illustrated as Exhibit III.

## Current Economic Outlook

The impact of the economic downturn in Hawaii was experienced later compared to the nation where the early signs showed in mid 2008. With shrinking access in accessible credit and declining purchasing power of consumers, coupled with rising unemployment attributable to record number of downsizing and closure of businesses, the economic recession was dismal. The housing crisis was among the top attributing factors with spillover effects that translated into loss of jobs in the construction and related industries. In comparing 2009 weekly unemployment rates with that of a year ago, the changes are staggering (see illustration below).

### OUT OF WORK

*The number of people filing unemployment benefits for the week of Feb. 21 with the percentage change from a year ago:*

WEEK ENDING	RUNGS	CHANGE
Feb. 21 .....	9,079	+79.53%
Feb. 14 .....	2,456	+65.73%
Feb. 7 .....	2,705	+108.55%
Jan. 31 .....	9,615	488.40%
Jan. 24 .....	9,529	*75.63%

Source: 17cperorroid ref illnfness, hi'orngnic ilvvelNpInetrt um! 7711111111111111

According to the Dept. of Business Economic Development & Tourism (DBEDT), a decline in Hawaii's GDP is expected with an additional 1.3% drop in wage and job count anticipated through early 2010. Overall construction related spending is expected to fall by \$2 billion—a spending sector that has always added substantially to the local economy. According to a recent Pacific Business News report, jobs in this sector has been declining at the fastest rate over the past six months and expected to further drop

with 9,000 more jobs cuts anticipated by 2011.

According to a recent report issued by the State's Director of the Department of Human Services, general assistance and payments to assist the poor and temporarily disabled is expected to be cut in half through the end of June 2009 to help balance the budget. This is expected to affect approximately 5,150 who rely on the State's assistance.

With resources on the decline; the corresponding need for services has risen exponentially. Non-profits and human service providers are experiencing an ever-increasing request for services, especially from Oahu's vulnerable and at-risk low-income population. The downturn in the economy has affected the low-income the most. With the rising cost of living and an unpromising economic climate, the low-income population is increasing as they are struggling to meet necessities such as food, shelter and sustenance. Many have become recently unemployed and with little prospect for re-employability due to the decline in employment opportunities fueled by cutbacks. The illustration below is therefore an accurate depiction of the economic predicament.

As Oahu's only Community Action Agency (CAA), HCAP is dutiful in meeting needs of community urgency. The proposed CAP Program Plan is therefore a demonstration of this commitment. By focusing on critical emergency and stabilization services, coupled with self-sufficiency resources, HCAP is optimistic about the impact of the CSBG Program on Oahu's needy low-income population.





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## DEMOGRAPHIC & NEEDS ANALYSIS

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### Order of Analysis:

Leeward (Area 1)  
Leeward (Area 2)  
Central (Area 1)  
Central (Area 2)  
Windward (Area 1)  
Windward (Area 2)  
Kalihi (Area 1)  
Kalihi (Area 2)  
Leahi (Area 1)



## Needs Analysis Snapshot

Population (2004)			Population (2009)		
2004 Population	Total	%	2009 Population	Total	%
	13,066			14,934	
Sex (2004)			Sex (2009)		
	Total	%		Total	%
Male	6,482	49.60%	Male	7,390	49.50%
Female	6,584	50.40%	Female	7,544	50.50%
Age Distribution (2004)			Age Distribution (2009)		
	Total	%		Total	%
0-4	1,213	9.30%	0-4	1,433	9.60%
5-9	1,167	8.90%	5-9	1,391	9.30%
10-19	2,702	20.70%	10-19	3,001	20.10%
20-29	1,549	11.90%	20-29	1,637	11.00%
30-39	1,850	14.20%	30-39	1,986	13.30%
40-49	1,815	13.90%	40-49	2,051	13.70%
50-59	1,389	10.50%	50-59	1,671	11.20%
60-64	483	3.70%	60-64	859	4.40%
65+	918	7.00%	65+	1,105	7.40%
Race Distribution (2004)			Race Distribution (2009)		
	Total	%		Total	%
White	1,026	7.90%	White	1,210	8.10%
Black	173	1.30%	Black	203	1.40%
American Indian	39	0.30%	American Indian	44	0.30%
Asian	2,022	15.50%	Asian	2,386	16.00%
Pacific Islander	4,624	35.40%	Pacific Islander	5,192	34.80%
Other	131	1.00%	Other	148	1.00%
Multirace	5,051	38.70%	Multirace	5,751	38.50%
Hispanic	1,569	12.00%	Hispanic	1,960	13.10%
2004 Total Households			2009 Total Households		
	Total	%		Total	%
Households	2,998		Households	3,471	
Families	2,647	88.30%	Families	3,009	86.70%
2004 Household Income Distribution			2009 Household Income Distribution		
	Total	%		Total	%
<\$10 K	275	9.20%	<\$10 K	311	9.00%
\$10-\$20K	250	8.30%	\$10-\$20K	269	7.70%
\$20-\$30K	234	7.80%	\$20-\$30K	211	6.10%
\$30-\$40K	291	9.70%	\$30-\$40K	273	7.90%
\$40-\$50K	345	11.50%	\$40-\$50K	389	11.20%
\$50-\$60K	235	7.90%	\$50-\$60K	233	6.70%
\$60-\$75K	445	14.80%	\$60-\$75K	424	12.20%
\$75-\$100K	486	16.20%	\$75-\$100K	652	18.80%
> \$100K	435	14.50%	> \$100K	709	20.40%
2004 Household Net Worth			2009 Labor Force Status		
	Total	%		Total	%
\$0 or Less	290	9.70%	Labor Force	6,128	
\$1-\$5000	324	10.80%	Employed	5,152	84.10%
\$5000-\$10000	174	5.80%	Unemployed	859	14.20%
\$10000-\$25000	310	10.30%	In Armed Forces	107	
\$25000-\$50000	345	11.50%	Not in Labor Force	4,159	
\$50000-\$100000	425	14.20%			
\$100000-\$250000	503	16.80%			
\$250000-\$500000	199	6.60%			
\$500000 or More	109	3.60%			
2004 Labor Force Status			2009 Total Number of Housing		
	Total	%		Total	%
Labor Force	5,396		Total Dwellings	3,252	
Employed	4,535	84.10%	Owner-Occupied Dwellings	2,007	66.90%
Unemployed	778	14.40%	Renter-Occupied Dwellings	991	33.10%
In Armed Forces	80		Housing Units Occupied	2,998	92.20%
Not in Labor Force	3,659				
2004 Total Number of Housing			2009 Education Attainment		
	Total	%		Total	%
Total Dwellings	3,252		Population Age 25+	7,176	
Owner-Occupied Dwellings	2,007	66.90%	< Grade 9	523	7.30%
Renter-Occupied Dwellings	991	33.10%	Grade 9-12	1,159	16.20%
Housing Units Occupied	2,998	92.20%	High School	3,288	45.80%
			Some College	1,153	16.10%
			Assoc Degree	385	5.40%
			Bach Degree	511	7.10%
			Grad Degree	157	2.20%
2004 Education Attainment			2009 Size of Household		
	Total	%		Total	%
Population Age 25+	7,176		1 Person	241	8.00%
< Grade 9	523	7.30%	2 Person	495	16.50%
Grade 9-12	1,159	16.20%	3 Person	494	16.50%
High School	3,288	45.80%	4 Person	545	18.20%
Some College	1,153	16.10%	5 Person	421	14.00%
Assoc Degree	385	5.40%	6+ Person	332	11.10%
Bach Degree	511	7.10%			
Grad Degree	157	2.20%			
2004 Size of Household			2009 Size of Household		
	Total	%		Total	%
1 Person	241	8.00%	1 Person	319	9.20%
2 Person	495	16.50%	2 Person	588	16.90%
3 Person	494	16.50%	3 Person	569	16.40%
4 Person	545	18.20%	4 Person	627	18.10%
5 Person	421	14.00%	5 Person	477	13.70%
6+ Person	332	11.10%	6+ Person	370	10.70%

## Need (Service) Indicator

Projected 5 yr increase in preschool age children

18.14%

## Economic Indicator

% of Families Living at or below Poverty Levels:

25.30%

## Labor Indicator

Unemployment Rate:

14.40%

## Literacy Indicator

Persons Age 25+ without a High School Diploma

23.50%

## Needs Analysis Snapshot

Population (2004)			Population (2009)		
2004 Population	Total	%	2009 Population	Total	%
Sex (2004)			Sex (2009)		
Male	2,854	48.60%	Male	2,972	48.60%
Female	2,993	51.20%	Female	3,146	51.40%
Age Distribution (2004)			Age Distribution (2009)		
0-4	585	10.00%	0-4	629	10.30%
5-9	556	9.50%	5-9	608	9.90%
10-19	1,109	19.00%	10-19	1,132	18.50%
20-29	783	13.40%	20-29	763	12.50%
30-39	744	12.70%	30-39	724	11.80%
40-49	767	13.10%	40-49	789	12.90%
50-59	603	10.30%	50-59	678	11.10%
60-64	187	3.20%	60-64	234	3.80%
65+	513	8.80%	65+	561	9.20%
Race Distribution (2004)			Race Distribution (2009)		
White	651	11.10%	White	692	11.10%
Black	74	1.30%	Black	76	1.20%
American Indian	20	0.30%	American Indian	20	0.30%
Asian	964	16.50%	Asian	1,026	16.80%
Pacific Islander	1,625	27.80%	Pacific Islander	1,696	27.70%
Other	84	1.40%	Other	87	1.40%
Multirace	2,429	41.50%	Multirace	2,531	41.40%
Hispanic	1,078	18.40%	Hispanic	1,213	19.80%
2004 Total Households			2009 Total Households		
Households	1,675		Households	1,763	
Families	1,232	73.60%	Families	1,277	72.40%
2004 Household Income Distribution			2009 Household Income Distribution		
<\$10 K	368	22.00%	<\$10 K	379	21.50%
\$10-\$20K	262	15.60%	\$10-\$20K	236	13.40%
\$20-\$30K	241	14.40%	\$20-\$30K	236	13.40%
\$30-\$40K	185	9.90%	\$30-\$40K	217	12.30%
\$40-\$50K	105	6.30%	\$40-\$50K	63	3.60%
\$50-\$60K	131	7.80%	\$50-\$60K	125	7.10%
\$60-\$75K	137	8.20%	\$60-\$75K	148	8.40%
\$75-\$100K	156	9.30%	\$75-\$100K	196	11.10%
> \$100K	110	6.60%	> \$100K	162	9.20%
2004 Household Net Worth			2009 Labor Force Status		
\$0 or Less	228	13.60%	Labor Force	2,407	
\$1-\$5000	254	15.20%	Employed	1,951	81.10%
\$5000-\$10000	114	6.80%	Unemployed	440	18.30%
\$10000-\$25000	189	11.30%	In Armed Forces	16	
\$25000-\$50000	197	11.80%	Not In Labor Force	1,614	
\$50000-\$100000	240	14.30%	2009 Total Number of Housing		
\$100000-\$250000	264	15.80%	Total Dwellings	2,058	
\$250000-\$500000	100	6.00%	Owner-Occupied Dwellings	653	39.60%
\$500000 or More	51	3.00%	Renter-Occupied Dwellings	1,012	60.40%
2004 Labor Force Status			Housing Units Occupied	1,675	81.00%
Labor Force	2,407		2009 Education Attainment		
Employed	1,951	81.10%	Population Age 25+	3,184	
Unemployed	440	18.30%	< Grade 9	194	6.10%
In Armed Forces	16		Grade 9-12	654	20.50%
Not In Labor Force	1,614		High School	1,481	46.50%
2004 Total Number of Housing			Some College	530	16.60%
Total Dwellings	2,058		Assoc Degree	174	5.50%
Owner-Occupied Dwellings	653	39.60%	Bach Degree	90	2.80%
Renter-Occupied Dwellings	1,012	60.40%	Grad Degree	51	1.90%
Housing Units Occupied	1,675	81.00%	2009 Size of Household		
2004 Education Attainment			1 Person	345	20.60%
Population Age 25+	3,184		2 Person	336	20.10%
< Grade 9	194	6.10%	3 Person	275	16.40%
Grade 9-12	654	20.50%	4 Person	226	13.50%
High School	1,481	46.50%	5 Person	215	12.80%
Some College	530	16.60%	6+ Person	124	7.40%
Assoc Degree	174	5.50%	2009 Size of Household		
Bach Degree	90	2.80%	1 Person	381	21.60%
Grad Degree	51	1.90%	2 Person	352	20.00%
2004 Size of Household			3 Person	284	16.10%
1 Person	345	20.60%	4 Person	234	13.30%
2 Person	336	20.10%	5 Person	221	12.50%
3 Person	275	16.40%	6+ Person	129	7.30%
4 Person	226	13.50%			
5 Person	215	12.80%			
6+ Person	124	7.40%			

## Need (Service) Indicator

Projected 5 yr increase in preschool age children:

7.52%

## Economic Indicator

% of Families Living at or below Poverty Levels:

52.00%

## Labor Indicator

Unemployment Rate:

18.30%

## Literacy Indicator

Persons Age 25+ without a High School Diploma

26.60%

## Needs Analysis Snapshot

Population (2004)			Population (2009)		
2004 Population	Total	%	2009 Population	Total	%
	97,527			106,507	
Sex (2004)			Sex (2009)		
Male	50,351	51.60%	Male	54,718	51.40%
Female	47,246	48.40%	Female	51,789	48.60%
Age Distribution (2004)			Age Distribution (2009)		
	Total	%		Total	%
0-4	9,619	9.90%	0-4	11,196	10.50%
5-9	7,627	7.80%	5-9	8,868	8.30%
10-19	13,524	13.90%	10-19	14,234	13.40%
20-29	17,322	17.70%	20-29	17,736	16.70%
30-39	15,372	15.70%	30-39	16,154	15.20%
40-49	13,485	13.80%	40-49	14,457	13.60%
50-59	9,707	9.90%	50-59	11,059	10.40%
60-64	2,928	3.00%	60-64	3,775	3.50%
65+	6,043	6.20%	65+	9,028	8.50%
Race Distribution (2004)			Race Distribution (2009)		
	Total	%		Total	%
White	24,255	24.80%	White	26,537	24.90%
Black	6,704	6.90%	Black	7,328	6.90%
American Indian	399	0.40%	American Indian	427	0.40%
Asian	38,229	39.20%	Asian	41,948	39.40%
Pacific Islander	4,643	4.80%	Pacific Islander	5,161	4.80%
Other	2,910	3.00%	Other	3,188	3.00%
Multirace	20,287	20.80%	Multirace	21,918	20.60%
Hispanic	10,062	10.30%	Hispanic	11,806	11.10%
2004 Total Households			2009 Total Households		
	Total	%		Total	%
Households	29,996		Households	33,249	
Families	24,367	61.30%	Families	26,547	79.80%
2004 Household Income Distribution			2009 Household Income Distribution		
	Total	%		Total	%
<\$10 K	1,349	4.50%	<\$10 K	1,416	4.30%
\$10-\$20K	2,039	6.80%	\$10-\$20K	1,831	5.50%
\$20-\$30K	3,117	10.40%	\$20-\$30K	3,168	9.50%
\$30-\$40K	3,133	10.40%	\$30-\$40K	3,428	10.30%
\$40-\$50K	2,942	9.80%	\$40-\$50K	2,542	7.60%
\$50-\$60K	2,795	9.30%	\$50-\$60K	2,997	9.00%
\$60-\$75K	3,572	11.90%	\$60-\$75K	3,539	10.60%
\$75-\$100K	5,049	16.80%	\$75-\$100K	5,589	16.80%
> \$100K	5,999	20.00%	> \$100K	6,739	26.30%
2004 Household Net Worth			2009 Labor Force Status		
	Total	%		Total	%
\$0 or Less	3,106	10.40%	Labor Force	56,275	
\$1-\$5000	3,524	11.70%	Employed	41,461	73.70%
\$5000-\$10000	1,898	6.30%	Unemployed	2,597	4.60%
\$10000-\$25000	3,320	11.10%	In Armed Forces	12,217	
\$25000-\$50000	3,573	11.90%	Not in Labor Force	21,477	
\$50000-\$100000	4,366	14.60%			
\$100000-\$250000	5,211	17.40%			
\$250000-\$500000	2,075	6.80%			
\$500000 or More	1,168	3.90%			
2004 Labor Force Status			2009 Total Number of Housing		
	Total	%		Total	%
Labor Force	52,200		Total Dwellings	32,407	
Employed	38,428	73.60%	Owner-Occupied Dwellings	17,378	57.90%
Unemployed	2,436	4.70%	Renter-Occupied Dwellings	12,618	42.10%
In Armed Forces	11,336		Housing Units Occupied	29,996	92.60%
Not in Labor Force	20,033				
2004 Total Number of Housing			2009 Education Attainment		
	Total	%		Total	%
Population Age 25+	58,026		Population Age 25+	63,500	
< Grade 9	3,090	5.30%	< Gr 9	3,333	5.20%
Grade 9-12	3,238	5.60%	Gr 9-12	3,453	5.40%
High School	15,121	26.10%	High School	16,388	25.80%
Some College	14,858	25.60%	Some College	16,166	25.50%
Assoc Degree	5,992	10.30%	Assoc Degree	6,525	10.30%
Bach Degree	11,410	19.70%	Bach Degree	12,811	20.20%
Grad Degree	4,317	7.40%	Grad Degree	4,824	7.60%
2004 Size of Household			2009 Size of Household		
	Total	%		Total	%
1 Person	4,351	14.50%	1 Person	5,201	15.60%
2 Person	8,081	26.90%	2 Person	8,901	26.80%
3 Person	6,496	21.70%	3 Person	7,106	21.40%
4 Person	6,370	21.20%	4 Person	6,977	21.00%
5 Person	2,791	9.30%	5 Person	3,010	9.10%
6+ Person	1,051	3.50%	6+ Person	1,131	3.40%

## Need (Service) Indicator

Projected 5 yr increase in preschool age children:

16.39%

## Economic Indicator

% of Families Living at or below Poverty Levels:

21.70%

## Labor Indicator

Unemployment Rate:

4.70%

## Literacy Indicator

Persons Age 25+ without a High School Diploma

10.90%

## Needs Analysis Snapshot

Population (2004)			Population (2009)		
Total	%		Total	%	
2004 Population	84,274		2009 Population	88,588	
Sex (2004)			Sex (2009)		
Total	%		Total	%	
Male	41,816	49.60%	Male	43,805	49.40%
Female	42,458	50.40%	Female	44,783	50.60%
Age Distribution (2004)			Age Distribution (2009)		
Total	%		Total	%	
0-4	6,501	7.70%	0-4	7,097	8.00%
5-9	6,176	7.30%	5-9	6,815	7.70%
10-19	11,869	14.10%	10-19	12,144	13.70%
20-29	10,955	13.00%	20-29	10,794	12.20%
30-39	12,729	15.10%	30-39	12,505	14.10%
40-49	12,870	15.30%	40-49	13,268	15.00%
50-59	10,416	12.40%	50-59	11,613	13.10%
60-64	3,503	4.20%	60-64	4,378	4.90%
65+	9,255	11.00%	65+	9,974	11.30%
Race Distribution (2004)			Race Distribution (2009)		
Total	%		Total	%	
White	8,360	9.90%	White	8,742	9.90%
Black	1,505	1.80%	Black	1,585	1.80%
American Indian	148	0.20%	American Indian	154	0.20%
Asian	50,382	59.80%	Asian	53,006	59.80%
Pacific Islander	7,189	8.50%	Pacific Islander	7,579	8.60%
Other	800	0.90%	Other	839	0.90%
Multirace	15,880	18.90%	Multirace	16,583	18.80%
Hispanic	5,887	7.00%	Hispanic	6,723	7.60%
2004 Total Households			2009 Total Households		
Total	%		Total	%	
Households	23,651		Households	25,068	
Families	18,794	79.50%	Families	19,574	78.10%
2004 Household Income Distribution			2009 Household Income Distribution		
Total	%		Total	%	
<\$10 K	1,220	5.20%	<\$10 K	1,256	5.00%
\$10-\$20K	1,301	5.50%	\$10-\$20K	1,153	4.60%
\$20-\$30K	1,837	7.80%	\$20-\$30K	1,628	6.50%
\$30-\$40K	2,235	9.40%	\$30-\$40K	2,362	9.40%
\$40-\$50K	2,265	9.60%	\$40-\$50K	1,759	7.00%
\$50-\$60K	2,029	8.60%	\$50-\$60K	2,181	8.70%
\$60-\$75K	3,174	13.40%	\$60-\$75K	2,664	10.60%
\$75-\$100K	4,450	18.80%	\$75-\$100K	4,930	19.70%
> \$100K	5,140	21.70%	> \$100K	7,135	28.50%
2004 Household Net Worth			2009 Labor Force Status		
Total	%		Total	%	
\$0 or Less	2,375	10.00%	Labor Force	45,366	
\$1-\$5000	2,684	11.30%	Employed	40,446	89.20%
\$5000-\$10000	1,481	6.30%	Unemployed	2,752	6.10%
\$10000-\$25000	2,690	11.40%	In Armed Forces	2,168	
\$25000-\$50000	2,979	12.60%	Not In Labor Force	21,856	
\$50000-\$100000	3,709	15.70%			
\$100000-\$250000	4,487	19.00%			
\$250000-\$500000	1,814	7.70%			
\$500000 or More	1,035	4.40%			
2004 Labor Force Status			2009 Total Number of Housing		
Total	%		Total	%	
Labor Force	43,459		Total Dwellings	28,489	
Employed	38,784	89.20%	Owner-Occupied Dwellings	16,777	66.90%
Unemployed	2,652	6.10%	Renter-Occupied Dwellings	8,291	33.10%
In Armed Forces	2,023		Housing Units Occupied	25,068	94.70%
Not In Labor Force	20,914				
2004 Total Number of Housing			2009 Education Attainment		
Total	%		Total	%	
Total Dwellings	24,949		Population Age 25+	57,587	
Owner-Occupied Dwellings	15,541	65.70%	< Grade 9	6,457	11.20%
Renter-Occupied Dwellings	8,110	34.30%	Gr 9-12	4,711	8.20%
Housing Units Occupied	23,651	94.80%	High School	16,559	28.80%
2004 Education Attainment			Some College	12,201	21.20%
Total	%		Assoc Degree	5,402	9.40%
Population Age 25+	54,577		Bach Degree	9,927	17.20%
< Grade 9	6,145	11.30%	Grad Degree	2,330	4.00%
Grade 9-12	4,491	8.20%			
High School	16,669	28.70%			
Some College	11,557	21.20%			
Assoc Degree	5,093	9.30%			
Bach Degree	9,396	17.20%			
Grad Degree	2,216	4.10%			
2004 Size of Household			2009 Size of Household		
Total	%		Total	%	
1 Person	3,603	15.20%	1 Person	4,053	16.20%
2 Person	5,482	23.20%	2 Person	5,798	23.10%
3 Person	4,460	18.90%	3 Person	4,683	18.70%
4 Person	4,272	18.10%	4 Person	4,453	17.80%
5 Person	2,555	10.80%	5 Person	2,675	10.70%
6+ Person	1,321	5.60%	6+ Person	1,379	5.50%

**Need (Service) Indicator**  
Projected 5 yr increase in  
preschool age children:  
**9.17%**

**Economic Indicator**  
% of Families Living at  
or below Poverty Levels:  
**18.50%**

**Labor Indicator**  
Unemployment Rate:  
**6.10%**

**Literacy Indicator**  
Persons Age 25+ without a  
High School Diploma  
**19.50%**

## Needs Analysis Snapshot

Population (2004)  
Total 10,308 %

2004 Population  
Sex (2004)  
Total %  
Male 4,858 48.10%  
Female 5,347 51.90%

Age Distribution (2004)  
Total %  
0-4 946 9.20%  
5-9 911 8.80%  
10-19 1,894 18.40%  
20-29 1,844 17.90%  
30-39 1,190 11.50%  
40-49 1,284 12.50%  
50-59 1,036 10.10%  
60-64 425 4.10%  
65+ 776 7.50%

Race Distribution (2004)  
Total %  
White 2,413 23.40%  
Black 53 0.50%  
American Indian 24 0.20%  
Asian 812 7.90%  
Pacific Islander 3,712 35.00%  
Other 74 0.70%  
Multirace 3,218 31.20%  
Hispanic 631 6.10%

2004 Total Households  
Total %  
Households 2,458  
Families 1,908 77.70%

2004 Household Income Distribution  
Total %  
<\$10 K 207 8.40%  
\$10-\$20K 266 10.80%  
\$20-\$30K 321 13.10%  
\$30-\$40K 304 12.40%  
\$40-\$50K 214 8.70%  
\$50-\$60K 242 9.80%  
\$60-\$75K 280 11.40%  
\$75-\$100K 285 11.80%  
> \$100K 339 13.80%

2004 Household Net Worth  
Total %  
\$0 or Less 278 11.30%  
\$1-\$5000 319 13.00%  
\$5000-\$10000 161 6.60%  
\$10000-\$25000 274 11.10%  
\$25000-\$50000 293 11.90%  
\$50000-\$100000 363 14.80%  
\$100000-\$250000 427 17.40%  
\$250000-\$500000 167 6.80%  
\$500000 or More 90 3.70%

2004 Labor Force Status  
Total %  
Labor Force 4,693  
Employed 4,261 90.60%  
Unemployed 397 8.50%  
In Armed Forces 35  
Not in Labor Force 2,648

2004 Total Number of Housing  
Total %  
Total Dwellings 2,931  
Owner-Occupied Dwellings 1,115 45.40%  
Renter-Occupied Dwellings 1,343 54.60%  
Housing Units Occupied 2,458 83.90%

2004 Education Attainment  
Total %  
Population Age 25+ 5,493  
< Grade 9 259 4.70%  
Grade 9-12 644 11.70%  
High School 1,425 25.90%  
Some College 1,333 24.30%  
Assoc Degree 297 5.40%  
Bach Degree 1,011 18.40%  
Grad Degree 524 9.50%

2004 Size of Household  
Total %  
1 Person 359 14.20%  
2 Person 527 21.40%  
3 Person 376 15.30%  
4 Person 343 14.00%  
5 Person 283 11.50%  
6+ Person 226 9.20%

Population (2009)  
Total 10,626 %

2009 Population  
Sex (2009)  
Total %  
Male 5,093 47.90%  
Female 5,533 52.10%

Age Distribution (2009)  
Total %  
0-4 1,012 9.50%  
5-9 983 9.30%  
10-19 1,899 17.80%  
20-29 1,758 16.50%  
30-39 1,149 10.80%  
40-49 1,307 12.30%  
50-59 1,154 10.90%  
60-64 526 5.00%  
65+ 838 7.90%

Race Distribution (2009)  
Total %  
White 2,481 23.30%  
Black 58 0.50%  
American Indian 24 0.20%  
Asian 861 8.10%  
Pacific Islander 3,815 35.90%  
Other 77 0.70%  
Multirace 3,310 31.20%  
Hispanic 709 6.70%

2009 Total Households  
Total %  
Households 2,554  
Families 1,950 76.40%

2009 Household Income Distribution  
Total %  
<\$10 K 211 8.30%  
\$10-\$20K 234 9.20%  
\$20-\$30K 309 12.10%  
\$30-\$40K 304 11.90%  
\$40-\$50K 201 7.90%  
\$50-\$60K 221 8.70%  
\$60-\$75K 265 10.40%  
\$75-\$100K 350 13.70%  
> \$100K 459 18.00%

2009 Labor Force Status  
Total %  
Labor Force 4,793  
Employed 4,339 90.50%  
Unemployed 407 8.50%  
In Armed Forces 47  
Not in Labor Force 2,720

2009 Total Number of Housing  
Total %  
Total Dwellings 3,045  
Owner-Occupied Dwellings 1,193 46.70%  
Renter-Occupied Dwellings 1,361 53.30%  
Housing Units Occupied 2,554 83.90%

2009 Education Attainment  
Total %  
Population Age 25+ 5,667  
< Gr 9 265 4.70%  
Gr 9-12 669 11.80%  
High School 1,474 26.00%  
Some College 1,373 24.20%  
Assoc Degree 306 5.40%  
Bach Degree 1,036 18.30%  
Grad Degree 544 9.60%

2009 Size of Household  
Total %  
1 Person 383 15.00%  
2 Person 547 21.40%  
3 Person 391 15.30%  
4 Person 353 13.80%  
5 Person 289 11.30%  
6+ Person 229 9.00%

## Need (Service) Indicator

Projected 5 yr Increase in  
preschool age children:  
6.98%

## Economic Indicator

% of Families Living at  
or below Poverty Levels:  
32.30%

## Labor Indicator

Unemployment Rate:  
8.50%

## Literacy Indicator

Persons Age 25+ without a  
High School Diploma  
16.40%

## Needs Analysis Snapshot

## Population (2004)

Total 25,902 %

## Sex (2004)

Total %

Male 12,908 49.80%

Female 12,994 50.20%

## Age Distribution (2004)

Total %

0-4 1,694 6.50%

5-9 1,767 6.80%

10-19 3,607 13.90%

20-29 2,866 11.10%

30-39 3,406 13.10%

40-49 4,064 15.70%

50-59 3,927 15.20%

60-64 1,336 5.20%

65+ 3,235 12.60%

## Race Distribution (2004)

Total %

White 7,353 28.40%

Black 133 0.50%

American Indian 53 0.20%

Asian 6,253 24.10%

Pacific Islander 4,673 18.00%

Other 165 0.60%

Multirace 7,272 28.10%

Hispanic 1,773 6.80%

## 2004 Total Households

Total %

Households 7,489

Families 6,122 82.00%

## 2004 Household Income Distribution

Total %

&lt;\$10 K 234 3.10%

\$10-\$20K 367 4.90%

\$20-\$30K 504 6.70%

\$30-\$40K 510 6.80%

\$40-\$50K 500 6.70%

\$50-\$60K 491 6.60%

\$60-\$75K 795 10.60%

\$75-\$100K 1,325 17.70%

&gt; \$100K 2,743 36.70%

## 2004 Household Net Worth

Total %

\$0 or Less 621 8.30%

\$1-\$5000 893 9.30%

\$5000-\$10000 404 5.40%

\$10000-\$25000 789 10.60%

\$25000-\$50000 932 12.50%

\$50000-\$100000 1,216 16.30%

\$100000-\$250000 1,549 20.70%

\$250000-\$500000 662 8.90%

\$500000 or More 402 5.40%

## 2004 Labor Force Status

Total %

Labor Force 13,510

Employed 12,522 92.70%

Unemployed 792 5.90%

In Armed Forces 196

Not In Labor Force 6,800

## 2004 Total Number of Housing

Total %

Total Dwellings 7,797

Owner-Occupied Dwellings 5,744 76.90%

Renter-Occupied Dwellings 1,725 23.10%

Housing Units Occupied 7,469 95.80%

## 2004 Education Attainment

Total %

Population Age 25+ 17,345

&lt; Grade 9 623 3.60%

Grade 9-12 1,319 7.60%

High School 5,344 30.80%

Some College 3,375 19.50%

Assoc Degree 1,147 6.60%

Bach Degree 3,361 19.40%

Grad Degree 2,176 12.50%

## 2004 Size of Household

Total %

1 Person 865 11.80%

2 Person 2,099 28.10%

3 Person 1,483 19.90%

4 Person 1,298 17.40%

5 Person 768 10.30%

6+ Person 429 5.70%

## Population (2009)

Total 26,926 %

## Sex (2009)

Total %

Male 13,369 49.70%

Female 13,557 50.30%

## Age Distribution (2009)

Total %

0-4 1,814 6.70%

5-9 1,915 7.10%

10-19 3,640 13.50%

20-29 2,776 10.30%

30-39 3,280 12.20%

40-49 4,119 15.30%

50-59 4,300 16.00%

60-64 1,645 6.10%

65+ 3,437 12.80%

## Race Distribution (2009)

Total %

White 7,580 28.20%

Black 137 0.50%

American Indian 57 0.20%

Asian 6,531 24.30%

Pacific Islander 4,910 18.20%

Other 170 0.60%

Multirace 7,541 28.00%

Hispanic 1,994 7.40%

## 2009 Total Households

Total %

Households 7,808

Families 6,292 80.60%

## 2009 Household Income Distribution

Total %

&lt;\$10 K 239 3.10%

\$10-\$20K 340 4.40%

\$20-\$30K 444 5.70%

\$30-\$40K 568 7.30%

\$40-\$50K 352 4.50%

\$50-\$60K 565 7.20%

\$60-\$75K 548 7.00%

\$75-\$100K 1,347 17.30%

&gt; \$100K 3,405 43.60%

## 2009 Labor Force Status

Total %

Labor Force 13,956

Employed 12,903 92.50%

Unemployed 826 5.90%

In Armed Forces 227

Not In Labor Force 7,070

## 2009 Total Number of Housing

Total %

Total Dwellings 8,162

Owner-Occupied Dwellings 6,083 77.90%

Renter-Occupied Dwellings 1,725 22.10%

Housing Units Occupied 7,808 95.70%

## 2009 Education Attainment

Total %

Population Age 25+ 18,111

&lt; Gr 9 661 3.60%

Gr 9-12 1,383 7.60%

High School 5,607 31.00%

Some College 3,516 19.40%

Assoc Degree 1,191 6.60%

Bach Degree 3,487 19.30%

Grad Degree 2,266 12.50%

## 2009 Size of Household

Total %

1 Person 975 12.50%

2 Person 2,169 27.60%

3 Person 1,529 19.60%

4 Person 1,340 17.20%

5 Person 797 10.20%

6+ Person 446 5.70%

## Need (Service) Indicator

Projected 5 yr increase in preschool age children:

7.08%

## Economic Indicator

% of Families Living at or below Poverty Levels:

14.70%

## Labor Indicator

Unemployment Rate:

5.90%

## Literacy Indicator

Persons Age 25+ without a High School Diploma

11.20%

Population (2004)			Population (2009)		
2004 Population	Total	%	2009 Population	Total	%
Sex (2004)			Sex (2009)		
Male	69,299	49.10%	Male	71,762	48.90%
Female	71,952	50.90%	Female	75,072	51.10%
Age Distribution (2004)			Age Distribution (2009)		
0-4	8,829	6.30%	0-4	9,500	6.50%
5-9	8,452	6.00%	5-9	9,188	6.30%
10-19	16,782	11.90%	10-19	16,968	11.60%
20-29	17,950	12.70%	20-29	17,439	11.90%
30-39	19,818	14.00%	30-39	19,227	13.10%
40-49	20,366	14.40%	40-49	20,772	14.10%
50-59	17,615	12.50%	50-59	19,478	13.30%
60-64	7,140	5.10%	60-64	8,811	6.00%
65+	24,299	17.20%	65+	25,451	17.30%
Race Distribution (2004)			Race Distribution (2009)		
White	17,352	12.30%	White	18,091	12.30%
Black	2,470	1.70%	Black	2,556	1.70%
American Indian	240	0.20%	American Indian	251	0.20%
Asian	84,910	60.10%	Asian	88,436	60.20%
Pacific Islander	13,644	9.70%	Pacific Islander	14,063	9.60%
Other	1,306	0.90%	Other	1,345	0.90%
Multirace	21,329	15.10%	Multirace	22,092	15.00%
Hispanic	7,188	5.10%	Hispanic	8,129	5.50%
2004 Total Households			2009 Total Households		
Households	46,386		Households	48,798	
Families	31,117	67.10%	Families	32,123	65.80%
2004 Household Income Distribution			2009 Household Income Distribution		
<\$10 K	4,975	10.70%	<\$10 K	5,151	10.60%
\$10-\$20K	5,066	10.90%	\$10-\$20K	4,729	9.70%
\$20-\$30K	5,143	11.10%	\$20-\$30K	4,679	9.60%
\$30-\$40K	5,334	11.50%	\$30-\$40K	5,732	11.70%
\$40-\$50K	4,830	10.40%	\$40-\$50K	3,903	8.00%
\$50-\$60K	3,908	8.40%	\$50-\$60K	4,529	9.30%
\$60-\$75K	4,525	9.80%	\$60-\$75K	4,270	8.80%
\$75-\$100K	5,268	11.40%	\$75-\$100K	6,111	12.50%
> \$100K	7,337	15.80%	> \$100K	9,694	19.90%
2004 Household Net Worth			2009 Labor Force Status		
\$0 or Less	5,363	11.60%	Labor Force	69,464	
\$1-\$5000	6,093	13.10%	Employed	61,020	87.80%
\$5000-\$10000	3,033	6.50%	Unemployed	5,125	7.40%
\$10000-\$25000	5,230	11.30%	In Armed Forces	3,319	
\$25000-\$50000	5,616	12.10%	Not In Labor Force	48,481	
\$50000-\$100000	7,035	15.20%	2009 Total Number of Housing		
\$100000-\$250000	8,305	17.90%	Total Dwellings	52,351	
\$250000-\$500000	3,313	7.10%	Owner-Occupied Dwellings	21,192	40.40%
\$500000 or More	1,801	3.90%	Renter-Occupied Dwellings	27,606	52.70%
2004 Labor Force Status			Housing Units Occupied	48,788	93.20%
Labor Force	67,017		2009 Education Attainment		
Employed	58,980	88.00%	Population Age 25+	103,227	
Unemployed	4,981	7.40%	< Grade 9	14,848	14.40%
In Armed Forces	3,056		Gr 9-12	10,769	10.40%
Not In Labor Force	46,920		High School	29,801	28.90%
2004 Total Number of Housing			Some College	19,541	18.90%
Total Dwellings	49,744		Assoc Degree	6,357	6.20%
Owner-Occupied Dwellings	19,612	42.30%	Bach Degree	15,538	15.10%
Renter-Occupied Dwellings	26,774	57.70%	Grad Degree	6,375	6.20%
Housing Units Occupied	48,366	93.20%	2004 Size of Household		
2004 Education Attainment			Total		
Population Age 25+	98,677		1 Person	12,232	26.40%
< Grade 9	14,152	14.30%	2 Person	12,600	27.20%
Grade 9-12	10,307	10.40%	3 Person	7,763	16.70%
High School	28,540	28.90%	4 Person	6,012	13.00%
Some College	18,683	18.90%	5 Person	3,422	7.40%
Assoc Degree	6,085	6.20%	6+ Person	1,789	3.90%
Bach Degree	14,830	15.00%	2009 Size of Household		
Grad Degree	6,080	6.20%	Total		
2004 Size of Household			1 Person	13,365	27.40%
1 Person	12,232	26.40%	2 Person	13,112	26.90%
2 Person	12,600	27.20%	3 Person	8,070	16.50%
3 Person	7,763	16.70%	4 Person	5,240	12.80%
4 Person	6,012	13.00%	5 Person	3,542	7.30%
5 Person	3,422	7.40%	6+ Person	1,839	3.80%
6+ Person	1,789	3.90%			

#### Needs Analysis Snapshot

##### Need (Service) Indicator

Projected 5 yr increase in preschool age children:

7.60%

##### Economic Indicator

% of Families Living at or below Poverty Levels:

32.70%

##### Labor Indicator

Unemployment Rate:

7.40%

##### Literacy Indicator

Persons Age 25+ without a High School Diploma

24.70%

## Needs Analysis Snapshot

Population (2004)			Population (2009)		
2004 Population	Total	%	2009 Population	Total	%
Sex (2004)	275,511		Sex (2009)	285,836	
Male	134,303	48.70%	Male	138,735	48.50%
Female	141,208	51.30%	Female	147,100	51.50%
Age Distribution (2004)			Age Distribution (2009)		
Total			Total		
0-4	13,506	4.90%	0-4	14,518	5.10%
5-9	12,571	4.60%	5-9	13,659	4.80%
10-19	27,840	10.10%	10-19	28,022	9.80%
20-29	36,343	13.20%	20-29	35,128	12.30%
30-39	37,845	13.70%	30-39	36,567	12.80%
40-49	41,730	15.10%	40-49	42,434	14.80%
50-59	37,486	13.60%	50-59	41,292	14.40%
60-64	13,962	5.10%	60-64	17,253	6.00%
65+	54,248	19.70%	65+	56,965	19.90%
Race Distribution (2004)			Race Distribution (2009)		
Total			Total		
White	46,933	17.00%	White	48,854	17.10%
Black	2,589	0.90%	Black	2,685	0.90%
American Indian	480	0.20%	American Indian	498	0.20%
Asian	161,075	58.60%	Asian	167,503	58.60%
Pacific Islander	21,419	7.80%	Pacific Islander	22,022	7.70%
Other	2,086	0.80%	Other	2,147	0.80%
Multirace	40,929	14.80%	Multirace	42,127	14.70%
Hispanic	11,807	4.30%	Hispanic	13,316	4.70%
2004 Total Households			2009 Total Households		
Total			Total		
Households	110,484		Households	116,052	
Families	61,157	55.40%	Families	62,908	54.20%
2004 Household Income Distribution			2009 Household Income Distribution		
Total			Total		
<\$10 K	13,048	11.80%	<\$10 K	13,475	11.80%
\$10-\$20K	12,354	11.20%	\$10-\$20K	11,382	9.80%
\$20-\$30K	13,282	12.00%	\$20-\$30K	12,400	10.70%
\$30-\$40K	12,698	11.50%	\$30-\$40K	13,572	11.70%
\$40-\$50K	11,606	10.50%	\$40-\$50K	9,554	8.20%
\$50-\$60K	8,544	7.70%	\$50-\$60K	10,215	8.80%
\$60-\$75K	9,825	8.90%	\$60-\$75K	9,318	8.00%
\$75-\$100K	11,555	10.50%	\$75-\$100K	13,217	11.40%
> \$100K	17,572	15.90%	> \$100K	22,919	19.70%
2004 Household Net Worth			2009 Household Net Worth		
Total			Total		
\$0 or Less	13,554	12.30%	\$0 or Less	14,132	12.20%
\$1-\$5000	15,402	13.90%	\$1-\$5000	16,125	14.00%
\$5000-\$10000	7,556	6.80%	\$5000-\$10000	8,125	7.00%
\$10000-\$25000	12,851	11.70%	\$10000-\$25000	13,554	11.70%
\$25000-\$50000	13,855	12.50%	\$25000-\$50000	14,554	12.50%
\$50000-\$100000	17,385	15.70%	\$50000-\$100000	18,125	15.60%
\$100000-\$250000	20,456	18.50%	\$100000-\$250000	21,125	18.20%
\$250000-\$500000	8,128	7.40%	\$250000-\$500000	8,625	7.40%
\$500000 or More	4,388	4.00%	\$500000 or More	4,825	4.10%
2004 Labor Force Status			2009 Labor Force Status		
Total			Total		
Labor Force	137,443		Labor Force	141,932	
Employed	126,830	92.30%	Employed	130,752	92.10%
Unemployed	8,642	6.30%	Unemployed	8,892	6.30%
In Armed Forces	1,971		In Armed Forces	2,268	
Not In Labor Force	96,444		Not In Labor Force	99,965	
2004 Total Number of Housing			2009 Total Number of Housing		
Total			Total		
Total Dwellings	128,870		Total Dwellings	133,413	
Owner-Occupied Dwellings	47,384	42.90%	Owner-Occupied Dwellings	51,220	44.10%
Renter-Occupied Dwellings	63,100	57.10%	Renter-Occupied Dwellings	64,832	55.90%
Housing Units Occupied	110,484	87.10%	Housing Units Occupied	116,052	87.00%
2004 Education Attainment			2009 Education Attainment		
Total			Total		
Population Age 25+	204,026		Population Age 25+	213,563	
< Grade 9	20,758	10.20%	< Grade 9	21,774	10.20%
Grade 9-12	18,698	9.20%	Grade 9-12	19,546	9.20%
High School	54,903	26.90%	High School	57,434	26.90%
Some College	37,627	18.40%	Some College	39,296	18.40%
Assoc Degree	13,262	6.50%	Assoc Degree	13,825	6.50%
Bach Degree	38,589	18.90%	Bach Degree	40,377	18.90%
Grad Degree	20,189	9.90%	Grad Degree	21,311	10.00%
2004 Size of Household			2009 Size of Household		
Total			Total		
1 Person	39,203	35.50%	1 Person	42,325	36.50%
2 Person	33,708	30.60%	2 Person	34,841	30.00%
3 Person	16,027	14.50%	3 Person	16,576	14.30%
4 Person	10,606	9.60%	4 Person	10,962	9.40%
5 Person	5,195	4.70%	5 Person	5,400	4.70%
6+ Person	2,536	2.30%	6+ Person	2,631	2.30%

## Need (Service) Indicator

Projected 5 yr increase in preschool age children:

7.48%

## Economic Indicator

% of Families Living at or below Poverty Levels:

35.00%

## Labor Indicator

Unemployment Rate:

6.30%

## Literacy Indicator

Persons Age 25+ without a High School Diploma

19.40%



## Needs Analysis Snapshot

## Population (2004)

2004 Population 5,525

Sex (2004)

Total %

Male 2,665 48.60%

Female 2,839 51.40%

Age Distribution (2004)

Total %

0-4 285 5.20%

5-9 331 6.00%

10-19 909 16.50%

20-29 619 11.20%

30-39 648 11.70%

40-49 808 14.60%

50-59 669 12.30%

60-64 234 4.20%

65+ 1,011 18.30%

Race Distribution (2004)

Total %

White 601 10.90%

Black 23 0.40%

American Indian 10 0.20%

Asian 2,941 53.20%

Pacific Islander 741 13.40%

Other 30 0.50%

Multirace 1,179 21.30%

Hispanic 338 6.10%

2004 Total Households

Total %

Households 1,714

Families 1,291 75.30%

2004 Household Income Distribution

Total %

&lt;\$10 K 202 11.80%

\$10-\$20K 253 14.80%

\$20-\$30K 181 10.60%

\$30-\$40K 179 10.40%

\$40-\$50K 181 10.60%

\$50-\$60K 72 4.20%

\$60-\$75K 117 6.80%

\$75-\$100K 234 13.70%

&gt; \$100K 295 17.20%

2004 Household Net Worth

Total %

\$0 or Less 194 11.30%

\$1-\$5000 223 13.00%

\$5000-\$10000 110 6.40%

\$10000-\$25000 191 11.10%

\$25000-\$50000 210 12.30%

\$50000-\$100000 267 15.60%

\$100000-\$250000 319 18.60%

\$250000-\$500000 127 7.40%

\$500000 or More 69 4.00%

2004 Labor Force Status

Total %

Labor Force 2,460

Employed 2,291 93.10%

Unemployed 160 6.50%

In Armed Forces 9

Not in Labor Force 1,900

2004 Total Number of Housing

Total %

Total Dwellings 1,805

Owner-Occupied Dwellings 901 52.60%

Renter-Occupied Dwellings 813 47.40%

Housing Units Occupied 1,714 95.00%

2004 Education Attainment

Total %

Population Age 25+ 3,686

&lt; Grade 9 352 9.50%

Grade 9-12 412 11.20%

High School 1,197 32.50%

Some College 630 17.10%

Assoc Degree 255 6.90%

Bach Degree 625 17.00%

Grad Degree 215 5.80%

2004 Size of Household

Total %

1 Person 292 17.00%

2 Person 466 27.20%

3 Person 333 19.40%

4 Person 252 14.70%

5 Person 171 10.00%

6+ Person 101 5.90%

## Population (2009)

2009 Population 5,511

Sex (2009)

Total %

Male 2,719 49.50%

Female 2,892 51.50%

Age Distribution (2009)

Total %

0-4 301 5.40%

5-9 352 6.30%

10-19 891 15.90%

20-29 595 10.80%

30-39 617 11.00%

40-49 806 14.40%

50-59 739 13.20%

60-64 282 5.00%

65+ 1,029 18.30%

Race Distribution (2009)

Total %

White 612 10.90%

Black 23 0.40%

American Indian 10 0.20%

Asian 2,996 53.40%

Pacific Islander 748 13.30%

Other 31 0.60%

Multirace 1,191 21.20%

Hispanic 372 6.60%

2009 Total Households

Total %

Households 1,762

Families 1,296 74.00%

2009 Household Income Distribution

Total %

&lt;\$10 K 201 11.50%

\$10-\$20K 230 13.10%

\$20-\$30K 176 10.00%

\$30-\$40K 162 9.20%

\$40-\$50K 179 10.20%

\$50-\$60K 99 5.70%

\$60-\$75K 96 5.50%

\$75-\$100K 208 11.90%

&gt; \$100K 401 22.90%

2009 Labor Force Status

Total %

Labor Force 2,502

Employed 2,320 92.70%

Unemployed 189 6.80%

In Armed Forces 13

Not in Labor Force 1,919

2009 Total Number of Housing

Total %

Total Dwellings 1,844

Owner-Occupied Dwellings 943 53.80%

Renter-Occupied Dwellings 809 46.20%

Housing Units Occupied 1,752 95.00%

2009 Education Attainment

Total %

Population Age 25+ 3,765

&lt; Gr 9 360 9.60%

Gr 9-12 422 11.20%

High School 1,221 32.40%

Some College 641 17.00%

Assoc Degree 263 7.00%

Bach Degree 637 16.90%

Grad Degree 221 5.90%

2009 Size of Household

Total %

1 Person 316 18.00%

2 Person 472 26.90%

3 Person 337 19.20%

4 Person 254 14.50%

5 Person 173 9.90%

6+ Person 100 5.70%

## Need (Service) Indicator

Projected 5 yr increase in  
preschool age children:

5.61%

## Economic Indicator

% of Families Living at  
or below Poverty Levels:

37.20%

## Labor Indicator

Unemployment Rate:

6.60%

## Literacy Indicator

Persons Age 25+ without a  
High School Diploma

20.70%

**EXHIBIT I — Data-Target Areas (by District)**

**EXHIBIT II — Need Areas and Indicators:**

Districts	Address (Head Start Perimeter Sites)	Targeted Data--Capture Boundary' (Radius in Miles)
		3 miles 1 mile
		3 miles 4 miles

Areas	Indicators
Need (for services)	Projected 5-year increase in preschool age children
Economic	% of families living at or below poverty levels
Labor	Unemployment rate
Literacy	Persons age 25+ without a High School Diploma

**EXHIBIT III — Comparative Analysis of Needs by District:**

DISTRICTS,	Need (for services) Projected 5-year Increase in preschool age children	Economic % of families living at or below poverty levels	AR Unemployment rate (%)	: Literacy Persons age 25+ without a High School
Leeward	12.83%	38.65%	16.35%	25.05%
Central	12.78%	20.10%	5.40%	15.20%
Windward	7.03%	23.50%	7.20%	13.80%
Kalihi	7.54%	33.85%	6.85%	22.05%
Leahi	5.61%	37.20%	6.50%	20.70%

HCAP's approach to addressing the needs of Oahu's low-income communities will involve:

1. Advocating for increase in funding to support and sustain programming efforts.
2. Identifying employment barriers and assess the priority of needs, including food; shelter; health issues; access to telephone and legal consultation.
3. Becoming a one-stop for clients by involving community programs to help with assessed needs and establishing a network of potential players/partners.
4. Encouraging self-accountability by interacting early with clients and supporting agencies.

5. Making the initial contact a major milestone on the individual's needs/progress and conduct follow-ups.
6. Scanning workforce development trends and devising strategies to assist their integration into HCSP's training and job readiness program.
7. Increasing the provision of support and emergency services for high-risk populations such as homeless and highly-challenged population.
8. Continued participation in advocacy efforts on behalf of the low-income population.

## **B. SERVICE DELIVERY SYSTEM**

### **Mission Statement**

POI: "To *Provide Opportunities and Inspiration* to enable low-income families and communities to achieve self-reliance".

### **National OCS Goals**

Proposed programs and services will strive to achieve the national goals established by the Office of Community Services.

1. Low-income people become more self-sufficient.
2. The conditions in which low-income people live are improved.
3. Low-income people own a stake in their community.
4. Partnerships among supporters and providers of services to low-income people are achieved.
5. Agencies increase their capacity to achieve results.
6. Low-income people, especially those populations that are the most vulnerable, achieve their potential by strengthening family and other supportive systems.

### **Major Criteria for Assessing Impacts of CSBG Services**

Although the National Office of Community Services has not specifically defined the three impacts being required, HCAP suggests the following definitions:

1. Family Stability: The ability of a family to reside together with appropriate behaviors, values and relationships and obtain the basic necessities of life such as food, shelter, clothing, household goods, etc.
2. Self-Sufficiency: The state of being able to provide for oneself and/or family without requiring public assistance.

3. Community Revitalization defined as follows:

- Greater participation among low-income residents in community affairs and decision-making processes; or
- Active resident, public and private/business sector collaboration and involvement focused on improving the social and economic conditions of a low-income community; or
- The process of renewal in economically disadvantaged communities, which will result in improved social and economic conditions.

**HCAP's CSBG Strategic Goals**

HCAP's service delivery system will include programs, which address the agency's capacity, and the needs identified in the Community Needs Assessment through the following strategies:

1. Strategic Goal (1) Addressing Family Self-Reliance and Strengthening of Support Systems: Promote the development of low-income families to achieve their potential for financial independence and family stability through the strengthening of family and environmental support systems.
2. Strategic Goal (2) Addressing Community Revitalization, Improved Social and Economic Conditions, and Grassroots Participation in Community Affairs: Promote improved social and economic conditions of low-income communities which would support the aspirations, participation and advancement of its people through the development of grassroots leadership, volunteerism, better education and availability of opportunities.
3. Strategic Goal (3) Addressing Agency Capacity Building and Partnerships among Supporters and Service Providers: Strengthen the support, partnerships and agency's capacity to achieve better results in meeting its needs and those of its network partners and customers through increased collaboration, mobilization of resources, managerial and staff development.

**Case Management Service Strategies**

Case management will focus on strengthening the family by promoting:

1. Respect for each family member
2. Improved communication between family members
3. Understanding intergenerational differences
4. Knowledge of family growth patterns
5. Appropriate forms of social behavior and family relationships
6. Better decision-making
7. Greater self-reliance and direction between family members
8. Developments leading toward upward economic mobility, including employment.

Services provided will incorporate the following components: outreach and recruitment; eligibility determination; assessment; enrollment; service planning; resource and support services; skills training; follow-up and re-assessment, and termination.

Outreach and recruitment will be conducted by staff through community presentations, distribution of brochures, the HCAP web site, referrals from District Council member organizations and other community agencies and HCAP's other programs. Applicants will complete an intake application, which will provide a client profile of family size and composition, housing situation, health coverage, contact information, income and any provision of public assistance.

Assessments identifies needs and gaps in services and will indicate risk factors involving an individual's or family's circumstances. They include housing, nutrition, health care, alcohol/drug use, income/family budgeting, employment, education, parenting and supervision, family relations, community relationships, problem-solving skills, and self-esteem or well-being.

Applicants meeting the 100% federal poverty guideline are eligible for enrollment. Priority for enrollment will be given to Head Start or former Head Start participants, homeless families, the unemployed and families in crisis.

A service plan will be developed for each client, indicating client goals, strategies or a plan of action and timetable. Participants will be encouraged to develop goals leading to economic mobility, self-support and long-term self-sufficiency. The utilization of resources and services required to achieve the client's goals will be listed in the action plan. Participants will also be provided with information and referral to other programs and services in the community. Resource support will include necessities, childcare, education, life or employment skills training, job placement, and income maintenance support.

Case coordination requires follow-up and re-assessment with participants and service providers to determine effectiveness, and need for subsequent services. Staff will provide: information; workshops; refer participants to additional community resources; and follow-up to determine outcomes and need for further assistance. For rapid response, the staff will coordinate agency referrals with the contact persons according to procedures established with the service partners.

Goals established in line with the CSBG Act and relevant programs/services, which will help address the corresponding needs are identified as follows:

**OCS Goal 1: (Self-Sufficiency) Low-Income People Become More Self-Sufficient**  
**Reference to CSBG Act: Employment, Section 676 (b)(1)(A)(ii)**

**Title:** Older Americans Community Services Employment Program (OACSEP) (2007-2008)

**Major Funding Source:** DLIR, Workforce Development Division (**WDD**)

Title V of the Older Americans Act – Federal Funds

1. Program Outcome: Place low-income older workers, aged 55 and over, into subsidized employment training and/or unsubsidized jobs.
2. Service Strategy: Increase employability and job placement of low-income, older workers, aged 55 and over, through subsidized work experience and job development. Activities include: recruitment; assessment; counseling; subsidized employment training with nonprofit and/or governmental agencies; job development assistance; and follow-up services.

The program addresses need for appropriate job training, cultural adjustment, and work experience for older workers, who are considered a vulnerable population living on limited incomes.

**Title:** Youth Services Program (2007-2008)

**Major Funding Source:** City and County of Honolulu, Department of Community Services, DLIR, Workforce Development Division (WDD) - Federal Funds

1. Program Outcome: At-risk youth ages 14-21, will secure employment.
2. Service Strategy: Provide the following service strategies:
  - tutoring, study skills training and instruction leading to secondary school completion
  - alternative secondary school offerings
  - summer employment opportunities
  - paid and unpaid work experiences
  - occupational skill training
  - leadership development opportunities
  - adult mentoring
  - comprehensive guidance and counseling
  - supportive services
  - 14) follow-up services
  - 11) financial literacy

Participants will also be provided with an objective needs assessment, Individual Service Strategies Plan, competency-based education, preparation and linkages to employers and educational resources.

This program addresses the need for employment assistance to school dropouts and young adults, who have significant barriers to employment.

**OCS Goal 2: (Community Revitalization) The Conditions in Which Low-Income People Live Are Improved**

**Reference to CSBG Act: Make Better Use of Available Income**  
Section 676 (b)(1)(A)(iv)

**Title:** Weatherization Assistance Program (2007-2008)

**Major Funding Source:** U. S. Department of Energy, DLIR-Office of Community Services – Federal Funds

1. Program Outcome: Low-income households will reduce their energy costs or utility bills.
2. Service Strategy: Reduce rising energy costs through: installation of timers; water heater jackets; solar; and energy education. Activities include: outreach; eligibility determination; intake; publicity; purchase of materials; installation; and energy audits/education. This program gives low-income residents the opportunity to save on the high cost of utilities.

**Reference to CSBG Act: Effective Use and Coordination with Other Programs,**  
Section 676 (b) (1) (C)  
**Achieve Greater Participation in the Affairs of the Communities, Section 676**  
(b)(1)(A)(vii), (C)

**Title:** Community Development (2007-2008)

**Major Funding Source:** DLIR-Office of Community Services, Community Services Block Grant  
– Federal Funds

1. Program Outcome: Community initiatives for improving the quality of life for low-income residents will be established to promote community growth and civic vitality.
2. Service Strategy: Mobilize community resources and residents promoting collaborative efforts to establish community initiatives and expand community projects that improve the quality of life for low-income neighborhoods.

Activities will include: community organizing; planning and problem resolution; and the development of partnerships/coalitions among service providers, businesses, community resources and residents.

The program addresses residents' concern about: crime and safety in their neighborhoods; substance abuse and the Ice Epidemic; adult education; job and life skills training; housing conditions; homeless-ness; discrimination; and the lack of business opportunities. Other issues, identified through the Dialogue on Poverty process, include: employment opportunities; affordable housing; public education; childcare; and greater community involvement.

**OCS Goal 3: (Community Revitalization) Low-Income People Own a Stake in Their Community**

**Reference to CSBG Act:** Achieve Greater Participation in the Affairs of the Communities  
Section 676 (b)(1)(A)(vii), (C)

**Title:** Leadership Development and Community Involvement (2007-2008)

**Major Funding Source:** DLIR-Office of Community Services, Community Services Block Grant  
– Federal Funds

1. Program Outcome: Low-income residents will increase their participation in community advocacy, education and activities that promote community growth and civic vitality.
2. Service Strategy: Empower and provide low-income residents with: leadership development; training; education; volunteer opportunities; information or orientation on community issues and public policies.

Staff will be instrumental in: providing technical assistance; promoting training and skills development among low-income residents in community leadership; organizing; community planning; problem resolution; legislative and other policy-making processes. Residents will be encouraged to participate as decision makers in formal organizations and get involved with their: local neighborhood boards; tenant associations; their children's education and development; public policy changes; voting in local elections; community improvement; crime and drug abuse prevention; cultural exchanges; beautification and clean-up campaigns.

The program addresses residents' concern about the need for greater community involvement.

**OCS Goal 4: Partnerships among Supporters and Providers of Services to Low-Income People Are Achieved**

**Reference to CSBG Act:** Linkages with Governmental and Other Programs, Section 676 (b) (5)

**Effective Use and Coordination with Other Programs, Section 676 (b) (1) (C)**

**Title:** Agency Partnerships (2007-2008)

**Major Funding Source:** DLIR-Office of Community Services, Community Services Block Grant – Federal Funds

1. Program Outcome: The agency will collaborate with other community partners to expand resources and opportunities to achieve family and community outcomes.
2. Service Strategy: Mobilize community support, including public, private, business and grassroots or resident sectors on Oahu.

Activities will include: public education on low-income issues; community planning; problem-solving; coalition building; resource development; community organizing and support; and development of working agreements.

**OCS Goal 5: Agencies Increase Their Capacity to Achieve Results**

**Reference to CSBG Act:** Linkages with Governmental and Other Programs, Section 676. (b) (5)

**Title:** Agency Development (2007-2008)

**Major Funding Source:** DLIR-Office of Community Services, Community Services Block Grant – Federal Funds

1. Program Outcome: The agency will increase resources and volunteerism to better serve low-income communities.
2. Service Strategy: Develop and implement strategies, which would mobilize volunteers and leverage additional resources to support low-income communities. Activities will include solicitation of contributions, resources and volunteers.

**OCS Goal 6: (Family Stability) Low-Income People, Especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems**

**Reference to CSBG Act:** Emergency Assistance, Section 676(b)(1)(A)(vi)

**Title:** Surplus Food Distribution -

The Emergency Food Assistance Program (TEFAP) (2007-2008)

**Major Funding Source(s):** U.S. Department of Agriculture – Federal Funds  
Department of Labor and Industrial Relations, Office of Community Services — State Funds

1. Program Outcome: In collaboration with food pantries and other community partners, Federal surplus food will be distributed to low-income residents.



2. Service Strategy: Low-income families will receive the opportunity to stretch their food budgets through the distribution of Federal surplus commodities. Activities include: direct distribution; collaboration with community food pantries; and referral of appropriate families in need.

This program enables families who are in dire need to receive supplementary food as well as emergency food assistance.

**Reference to CSBG Act:Emergency Assistance, Section 676 (b)(1)(A)(vi)**

**Title:** Low-Income Home Energy Assistance Program (2007-2008) Major Funding Source:  
U. S. Department of Health and Human Services – Federal Funds

1. Program Outcome: Low-income households will receive financial assistance for their gas or electric bills.
2. Service Strategy: Screen and certify eligible low-income residents to obtain Energy Crisis Intervention (ECI) or Energy Credit (EC). Activities include: outreach; intake; eligibility determination; and referral services. Funds from this program provide some financial relief for low-income families.

**Reference to CSBG Act:Education, Section 676 (b)(1)(A)(iii)**

**Title:** Head Start (Federal Funding) (2007-2008)

**Major Funding Source(s):** U. S. Department of Health and Human Services, Federal Funds  
Department of Labor and Industrial Relations, Office of Community Services, State Funds

1. Program Outcome: 1,650 economically disadvantaged children, between the ages of three and five, will have access to preschool programs, which will enable them to achieve age-appropriate educational and social competence; and teach them to deal effectively with their present environment, as well as future school and life responsibilities.
2. Service Strategy: Provide comprehensive preschool services through a variety of settings (e.g. home based, classroom and Family Child Care Centers). Activities include: social service assistance; and parent involvement. Ten percent of the clients are handicapped children.

The program responded to the needs within low-income families for comprehensive early childhood education and childcare services.

**Title:** Head Start Pre-school Services (State Funded) (2007-2008)

**Major Funding Source(s):** DLIR-Office of Community Services, State Funds

1. Program Outcome: Economically-disadvantaged children, between the ages of three and five, will have access to preschool programs which will enable them to achieve age-appropriate educational and social competence; and teach them to deal effectively with their present environment, as well as future school and life responsibilities.
2. Service Strategy: Provide comprehensive preschool services to economically-disadvantaged children between the ages of 3 and 5 and their families. Activities include: early childhood education; health; social service assistance; and parent involvement.

The program responds to the need within low-income families for comprehensive early childhood education and childcare services. Funds from the State of Hawaii provide "wraparound" childcare assistance for all-day care to a certain number of children enrolled.

**Title:** Child Development Centers (Tuition-based) (2007-2008)

**Major Funding Source(s):** U. S. Department of Health and Human Services Federal Funds  
Department of Human Services, State Funds

1. Program Outcome: Economically-disadvantaged children, between the ages of three and five, will have access to preschool programs which will enable them to achieve age-appropriate educational and social competence; and teach them to deal effectively with their present environment, as well as future school and life responsibilities.
2. Service Strategy: Provide comprehensive preschool services to economically-disadvantaged children between the ages of 3 and 5 and their families. Activities include early childhood education, health, social service assistance and parent involvement.

The program alleviates the need among low-income families for comprehensive early childhood education and childcare services. Funds can provide for wraparound childcare assistance for all day care to a certain number of children enrolled.

**Title:** Teen Parent High School Child Care Center for Waianae High School (2007-2008)

**Major Funding Source:** Department of Human Services, State Funds

1. Program Outcome: The capacity of student parents in low-income communities to care for their children will increase optimally as they develop their own potential as young adults.
2. Service Strategy: Provide comprehensive childcare for children, from birth to 5 years old, and a parenting education program for student participants. Activities include: early childhood education; parenting need for parenting education and support; and infant and toddler care, while teen parents are attending school.

### **C. DESCRIPTION OF SPECIFIC LINKAGES TO BE MAINTAINED OR ESTABLISHED TO FILL IDENTIFIED GAPS IN SERVICES**

HCAP works with many service providers and community resources to fill gaps in services or complete the continuum-of-services for clients. The Oahu resource network complements HCAP's services and can help address the critical needs among the economically-disadvantaged. The following is a list of HCAP's active partnerships and collaborations that will be maintained to ensure coordinated service delivery:

- Aha Kuka Na Kupuna O Maku O wai'anae
- Aiea Elementary School
- Aiea Neighborhood Board
- All about Kids
- Ark of Safety Ministry

- Big Brothers & Big Sisters
- Boys & Girls Club
- Bridge to Hope
- C&C Environmental Division
- C&C Pablo Valley District Park
- Campbell Estates
- City and County of Honolulu – Adopt a Highway
- Department of Education
- Drug Court
- Engineering & Contracting
- Ewa Lighting Service
- Financial Services
- Goodwill Industries, First to Work
- Halawa High Rise
- Halawa Valley Estates
- Hale Naau Pono
- Hawaii Business Educators Association (HBEA)
- Hawaii Food Bank
- Hawaii Housing and Community Development
- Hawaii Job Corps
- Hawaiian Electric Company
- Helping Hands
- Helping Hands Hawaii
- HFD
- Ho'omau Keola Treatment Center
- Honolulu Gas Company
- House of Agenls
- HPD
- PHD Waianae
- Jarrett Middle School
- Kalakaua Tenants Association
- Kapahulu Senior Center
- Leeward Community College
- Legal Aid Society
- Life After Prison (LAP)
- Lokahi Adopt-a-Family
- Malama Makua
- Maryknoll School
- Matt Levi
- Military — Camp Smith
  - Commander and Chief US Pacific Fleet
  - Pearl Harbor Chapel
  - Naval Communications Center
  - Hickam Family Service Center
  - Armed Services YMCA
  - Pearl Harbor Family Service Center
- Moanalua/Aiea Community School for Adults
- Moiliili Community Center
- Mutual Assistance Associations Center

- Nanakuli Housing Service
- Ohana Ola O Kahumana — Adult classes
- Once a Month Church — Haleiwa
- OWL
- Palolo Chinese Home
- Palolo Community Council
- Palolo Lions Club
- Palolo Neighborhood Board
- Palolo Pipeline
- Palolo Pride Committee
- Palolo Valley Drive-Inn
- Palolo Valley Homes Ohana Residents Association
- Palolo Valley Homes Tenants Association
- Papakolea Community Association
- Papakolea Community Development Corporation
- Parent and Children Together
- Pumehana Residents Association
- Punchbowl Homes Residents Association
- Puu Wai Momi Volunteers for Youth
- Queen Lill'uokalani Children Center
- Red Cross
- Representative Lynn Finnegan "4"
- Representative Marilyn Lee O Salvation Army
- Salvation Army
- Salvation Army- Toys for Tots
- Self Help Housing
- Solidarity, Coalition for the Poor
- St Johns Church
- St. James/St. Patrick's Food Bank
- State Judiciary Community Services Sentencing
- Sunset on the Beach
- Wahiawa Business Association
- Wahiawa Lions Club
- Wahiawa Neighborhood Board
- Waianae Coast Coalition
- Waianae Community Health Center
- Waianae Community Outreach
- Waikiki Community Center
- Waipahu Community Association
- Welfare Employment Rights Coalition
- Whitmore Seniors

#### **D. DESCRIPTION OF HOW CSBG FUNDING WILL BE COORDINATED WITH OTHER PUBLIC AND PRIVATE RESOURCES**

CSBG funding will be coordinated with other public and private resources to support programs, which complement CSBG services in targeting the economically disadvantaged. The Workforce Investment Act provides funding for the Youth Employment Services Programs and the operation of a one-stop employment center at the Makalapa Community Center through the Oahu One-Stop Center Consortium, a group of key community partners working to provide better access to employment resources throughout Oahu.

Federal funds, provided through the Title V Older Americans Act, support older low-income workers, age 55 and over. These funds specifically target the needs of the older low-income. Services include: work experience and skills training; counseling; placement assistance; and follow-up services.

Programs that collaborate with CSBG include:

- Senior Community Services Employment Program (SCSEP) - U. S. Department of Labor; State Department of Labor and Industrial Relations, Workforce Development Division, Federal funds.
- Oahu Work Links (One-Stop Employment Center) - U. S. Department of Labor; State Department of Labor and Industrial Relations, Workforce Development Division; City and County of Honolulu, Department of Community Services, Federal funds.
- Youth Services Program - U. S. Department of Labor; State Department of Labor and Industrial Relations, Workforce Development Division, Federal funds.
- Early Childhood Programs: 1,650 low-income children, ages 3 to 5, will be funded by the Health and Human Services Head Start Program.
- Child Development Centers are for children in the all-day programs. Some of these children are subsidized through the State Subsidy Program. The remainder are charged family fees.
- Teen Parent High School Child Care Center for Waianae High School is subsidized by the State Department of Human Services.
- Funding for weatherization or home energy assistance, through the U.S. Department of Energy, provides financial relief for families on limited incomes.
- Weatherization Assistance Program - U. S. Department of Energy, Department of Labor and Industrial Relations, Office of Community Services, Federal funds.
- Low-Income Home Energy Assistance Program - U. S. Department of Energy, Department of Human Services, Federal funds.
- U. S. Department of Agriculture provides funding support for the distribution of Federal surplus food items to needy families.
- The Emergency Food Assistance Program (TEFAP) - U. S. Department of Agriculture; Department of Labor and Industrial Relations, Office of Community Services, Federal funds.

Other donations: public and private funds are received from the general community or partnering organizations to support specific services or programs.

**E DESCRIPTION OF PLANNED INNOVATIVE COMMUNITY AND  
NEIGHBORHOOD-BASED INITIATIVES RELATED TO THE PURPOSES OF  
THE CSBG ACT**

HCAP will continue to explore ways in which innovative programs can be developed to address the emerging needs of low-income communities in Oahu in Line with HCAP's core programming areas as follows:

- Early childhood
- Education
- Employment
- Economic development
- Community development & advocacy
- Emergency & transitional programs

Particular emphasis will be placed on programs that address the needs of homeless, underemployment issue and employment-readiness. New programs will be pursued through needs-assessment, program-design and prototyping, demonstration efforts and pilot initiatives.

**ESPECIFIC OUTCOME MEASURES USED TO MONITOR SUCCESS RELATED  
TO THE SIX NATIONAL ROMA GOALS**

OCS goals and corresponding CSBG activities pertinent to specific outcomes and their corresponding indicators and objectives are outlined as follows:

**OCS GOAL 1: (SELF-SUFFICIENCY)**

LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT

CSBG Activity: SECURE AND RETAIN MEANINGFUL EMPLOYMENT  
Public Law 105-285, Section 676 (b)(1)(A)(ii)

CSBG Activity: REMOVE OBSTACLES AND SOLVE PROBLEMS  
THAT BLOCK SELF-SUFFICIENCY  
Public Law 105-285, Section 676 (b)(1)(A)(i)

CSBG Activity: MAKE BETTER USE OF AVAILABLE INCOME  
Public Law 105-285, Section 676 (b)(1)(A)(iv)

**OCS GOAL 2: (COMMUNITY REVITALIZATION)**

THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED

CSBG Activity: MAKE BETTER USE OF AVAILABLE INCOME  
Public Law 105-285, Section 676 (b)(1)(A)(iv)

CSBG Activity: MAKE MORE EFFECTIVE USE OF, AND TO COORDINATE WITH,  
OTHER PROGRAMS RELATED TO THE PURPOSES OF THIS SUBTITLE  
Public Law 105-285, Section 676 (b)(1)(C)

**OCS GOAL 3**  
**LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY**

CSBG Activity:      ACHIEVE GREATER PARTICIPATION IN THE AFFAIRS OF THE  
COMMUNITY

**OCS GOAL 4**  
**PARTNERSHIPS AMONG SUPPORTERS AND PROVIDERS OF SERVICES TO LOW-INCOME  
PEOPLE ARE ACHIEVED**

CSBG Activity:      WELL COORDINATE AND ESTABLISH LINKAGES BETWEEN  
GOVERNMENTAL AND OTHER SOCIAL SERVICES PROGRAMS  
Public Law 105-285, Section 676 (b)(5)

**OCS GOAL 5**  
**AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS**

CSBG Activity:      WILL COORDINATE AND ESTABLISH LINKAGES BETWEEN  
GOVERNMENTAL AND OTHER SOCIAL SERVICES PROGRAMS  
Public Law 105-285, Section 676 (b)(5)

**OCS GOAL 6: (FAMILY STABILITY)**  
**LOW-INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATIONS, ACHIEVE THEIR  
POTENTIAL BY STRENGTHENING FAMILY AND OTHER SUPPORTIVE SYSTEMS**

CSBG Activity:      REMOVE OBSTACLES AND SOLVE PROBLEMS  
THAT BLOCK SELF-SUFFICIENCY  
Public Law 105-285, Section 676 (b)(1)(A)(i)

CSBG Activity:      PROVIDE ON AN EMERGENCY BASIS FOR THE PROVISION OF SUCH  
SUPPLIES AND SERVICES, NUTRITIOUS FOODS, AND RELATED SERVICES  
Public Law 105-285, Section 676 (b)(4)

CSBG Activity:      OBTAIN EMERGENCY ASSISTANCE  
Public Law 105-285, Section 676 (b)(1)(A)(vi)

CSBG Activity:      ATTAIN AN ADEQUATE EDUCATION  
Public Law 105-285, Section 676 (b)(1)(A)(iii)

**Detailed Work Plan (Exhibit H):**

Subordinate goals, outcome indicators and objectives relevant to the six national goals have been updated for use in conjunction with the new Program Performance Review & Reporting (PPRR) Form for the period October 1, 2011 – September 30, 2012. Exhibit H is to be found in the following pages:

**EXHIBIT H**

OCS GOAL I: (SELF-SUFFICIENCY)  
LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT

CSBG Activity: SECURE AND RETAIN MEANINGFUL EMPLOYMENT  
Public Law 105-285, Section 676 (b)(1)(A)(ii)

CSBG Activity: REMOVE OBSTACLES AND SOLVE PROBLEMS THAT BLOCK SELF-SUFFICIENCY, Public Law 105-285, Section 676 (b)(1)(A)(i)

CSBG Activity: MAKE BETTER USE OF AVAILABLE INCOME  
Public Law 105-285, Section 676 (b)(1)(A)(iv)

Outcome Indicator & Measure:	Number of participants unemployed, who obtained a job.
Goal & Outcome Objective:	Of 420 unemployed clients seeking employment, 175 will obtain a job.
Plan Goal:	175

Outcome Indicator & Measure:	Number of participants unemployed, who obtained a job.
Goal & Outcome Objective:	Serve 62% more enrollees than the 125-slot level.
Plan Goal:	203

Outcome Indicator & Measure:	Number of participants who obtained pre-employment skills/competencies required for employment, and received training program certificate or diploma.
Goal & Outcome Objective:	Of 125 participants receiving pre-employment skills preparation, 75 will have completed pre-employment skills/competencies required for employment and receive a training program certificate or diploma.
Plan Goal:	75

Outcome Indicator & Measure:	Number of participants who obtained pre-employment skills/competencies required for employment, and received training program certificate or diploma.
Goal & Outcome Objective:	At least 750 participants are expected to receive at least one or more support services such as transportation, uniforms, tools, etc., which will help with employment acquisition and retention
Plan Goal:	750

Outcome Indicator & Measure:	Number of participants who completed or are in process of receiving their ABE/GED certificate.
Goal & Outcome Objective:	Of 45 participants who enrolled in ABE/GED, 32 will complete or will be in the process of receiving their ABE/GED.
Plan Goal:	32

Outcome Indicator & Measure:	Number of participants who completed or are in process of receiving their post-secondary education program, and obtained certificate or diploma.
Goal & Outcome Objective:	Of 31 participants enrolled in post-secondary education, 19 will complete or will be in the process of receiving a certificate or diploma.
Plan Goal:	19



Outcome Indicator & Measure: Number of low-income households demonstrating ability to complete and maintain a budget for over 45 days

Goal & Outcome Objective: Of participating low-income clients attending financial literacy or any related counseling/training services, at least 75% completion rate is expected

Plan Goal: 14

**OCS GOAL 2: (COMMUNITY REVITALIZATION)**  
**THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED**

CSBG Activity: MAKE BETTER USE OF AVAILABLE INCOME  
 Public Law 105-285, Section 676 (b)(1)(A)(iv)

CSBG Activity: MAKE MORE EFFECTIVE USE OF, AND TO COORDINATE WITH, OTHER PROGRAMS RELATED TO THE PURPOSES OF THIS SUBTITLE  
 Public Law 105-285, Section 676 (b)(1)(C)

Outcome Indicator & Measure: Number of projects/initiatives for preserved or increased educational and training placement opportunities for low-income people in the community, including vocational, literacy, and life skills training, ABE/GED, and post-secondary education.

Goal & Outcome Objective: Of 7 projects/initiatives planned for preserving (maintaining) or increasing educational or training placement opportunities for low-income people in the community, 4 will be implemented.

Plan Goal: 7

**OCS GOAL 3**  
**LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY**

CSBG Activity: ACHIEVE GREATER PARTICIPATION IN THE AFFAIRS OF THE COMMUNITY

Outcome Indicator & Measure: Number of volunteer hours donated to HCAP

Goal & Outcome Objective: Of 50,000 volunteer hours planned, 100% will be donated to community.

Plan Goal: 50,000

Outcome Indicator & Measure: Number of low-income people participating in formal community organizations, government, boards or councils that provide input to decision-making and policy-setting through community action efforts (e.g. HS PC, HCAP Board, etc.).

Goal & Outcome Objective: Of 72 low-income people assisted by HCAP, 50 will have participated in formal community organizations, government, boards or councils that provide input to decision-making and policy-setting through community action efforts.

Plan Goal: 50

**OCS GOAL 4**  
**PARTNERSHIPS AMONG SUPPORTERS AND PROVIDERS OF SERVICES TO LOW-INCOME PEOPLE ARE ACHIEVED**

CSBG Activity: WILL COORDINATE AND ESTABLISH LINKAGES BETWEEN GOVERNMENTAL AND OTHER SOCIAL SERVICES PROGRAMS  
 Public Law 105-285, Section 676 (b)(5)

Outcome Indicator & Measure: Number of unduplicated organizations, both public and private, that community action actively works with to expand resources and opportunities in order to achieve family and community outcomes.

Goal & Outcome Objective: Active partnerships and linkages with other organizations (public and private) will directly benefit at least 3 or more of the program areas.

Plan Goal: 7

<p style="text-align: center;">OCS GOAL 5</p> <p style="text-align: center;">AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS</p>
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CSBG Activity: WILL COORDINATE AND ESTABLISH LINKAGES BETWEEN GOVERNMENTAL AND OTHER SOCIAL SERVICES PROGRAMS  
Public Law 105-285, Section 676 (b)(5)

Outcome Indicator & Measure: In-kind value of volunteer time.

Goal & Outcome Objective: Of \$144,952 of in-kind volunteer time value planned to be mobilized, 100% will be mobilized.

Plan Goal: \$144,952

Outcome Indicator & Measure: In-kind value of donated goods and services

Goal & Outcome Objective: Of all in-kind donated goods and services value planned to be mobilized, \$50,000 will be mobilized

Plan Goal: \$50,000

<p style="text-align: center;">OCS GOAL 6: (FAMILY STABILITY)</p> <p style="text-align: center;">LOW-INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATIONS, ACHIEVE THEIR POTENTIAL BY STRENGTHENING FAMILY AND OTHER SUPPORTIVE SYSTEMS</p>
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CSBG Activity: REMOVE OBSTACLES AND SOLVE PROBLEMS THAT BLOCK SELF-SUFFICIENCY, Public Law 105-285, Section 676 (b)(1)(A)(i)

CSBG Activity: PROVIDE ON AN EMERGENCY BASIS FOR THE PROVISION OF SUCH SUPPLIES AND SERVICES, NUTRITIOUS FOODS, AND RELATED SERVICES  
Public Law 105-285, Section 676 (b)(4)

CSBG Activity: OBTAIN EMERGENCY ASSISTANCE  
Public Law 105-285, Section 676 (b)(1)(A)(vi)

CSBG Activity: ATTAIN AN ADEQUATE EDUCATION  
Public Law 105285, Section 676 (b)(1)(A)(iii)

Outcome Indicator & Measure: Number of vulnerable individuals/senior citizens maintaining an independent living situation as a result of community action services.

Goal & Outcome Objective: Of all the senior citizens served by HCAP, 15 will maintain an independent living situation as a result of those services.

Plan Goal: 15

Outcome Indicator & Measure: Number of vulnerable individuals with disabilities maintaining an independent living situation as a result of community action services.

Goal & Outcome Objective: Of all individuals with disabilities served by HCAP, 15 will maintain an independent living situation as a result of those services.

Plan Goal: 15

Outcome Indicator & Measure:	Number of low-income households, which received assistance for food.
Goal & Outcome Objective:	Of 3,250 low-income households seeking assistance, 3,000 households will be provided assistance with food.
Plan Goal:	3,000
Outcome Indicator & Measure:	Number of low-income households which received assistance for energy payments to vendors, including fuel and energy bills.
Goal & Outcome Objective:	Of 2,200 low-income households seeking assistance, 1,750 households will be provided assistance for payments to vendors, including fuel and energy bills.
Plan Goal:	1,750
Outcome Indicator & Measure:	Number of low-income persons who receive assistance for temporary shelter.
Goal & Outcome Objective:	At least 25 individuals will receive support services associated with temporary shelter.
Plan Goal:	25
Outcome Indicator & Measure:	Number of children participating in pre-school activities to develop school readiness skills.
Goal & Outcome Objective:	Of 825 children participating in developmental or enrichment programs, 100% will participate in pre-school activities to develop school readiness skills.
Plan Goal:	825
Outcome Indicator & Measure:	Number of children participating in pre-school activities to develop school readiness skills.
Goal & Outcome Objective:	Of 5 pre-school aged children provided wraparound day care in the Head Start Program, all 10 (100%) children will develop school readiness skills.
Plan Goal:	5
Outcome Indicator & Measure:	Number of children participating in pre-school activities to develop school readiness skills.
Goal & Outcome Objective:	Of 215 pre-school aged children provided wraparound day care in the Head Start Program, all 215 will develop school readiness skills.
Plan Goal:	215
Outcome Indicator & Measure:	Number of children participating in pre-school activities to develop school readiness skills.
Goal & Outcome Objective:	Of the 5 children, ages birth to five years, of Waianae High School teen parents provided with childcare and parenting education, 100% or all 5 children, will have been provided child developmental services to enhance school readiness skills.
Plan Goal:	5

**HAWAII COUNTY ECONOMIC OPPORTUNITY  
COUNCIL**

**(COMMUNITY ACTION PLAN)**

## **COMMUNITY ACTION PLAN**

### **HAWAII COUNTY ECONOMIC OPPORTUNITY COUNCIL**

October 2011 — September 2012

#### **SECTION 1 - COMMUNITY NEEDS ASSESSMENT**

To complete the required needs assessment, the Hawaii County Economic Opportunity Council (HCEOC) utilized information from a variety of sources. The four main sources of our community assessment data came from.

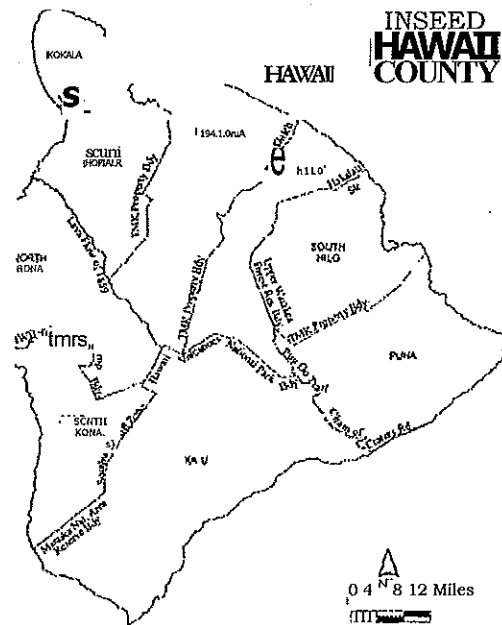
1. Demographic Studies and Public Information Data
2. 1,166 HCEOC Needs Assessment Surveys
3. Profiles of 948 Adult HCEOC Clients From 412 Households
4. Collaboration With Other Community Organizations and Government Agencies

The following is an analysis of our community needs assessment:

##### **1. Demographics and Public Information Data Isolation**

The County of Hawaii, encompassing the island of Hawaii, has an area of 4,038 square miles (2,578,073 acres). The island is more than two times the combined size of all the other islands in the State and roughly the size of the State of Connecticut. The four largest districts in terms of size in the county are Kau — 1001 square miles, Honokaa — 636 square miles, North Kona — 584 square miles and Puna — 508 square miles. Approximately 50 percent of the island's population lives in the two main population centers located in Hilo and Kailua-Kona. The rest of the population is scattered along the 260 mile coast in small communities developed around and previously supported by the sugar industry.

The impact of the island's physical environment cannot be understated. Because Hawaii County is so large and its population scattered, communities have become isolated and removed from information, service sources and opportunities, resulting in frequent obstacles. Many resources are needed to reduce isolation and address the population needs within these communities. It is this County which imported the most field hands for the sugar industry and to this day has 30 small communities (former plantation camps) within a widely dispersed 260 mile perimeter.



## 2. Economic Outlook

Overall economic conditions were mostly negative across counties in the first quarter of 2009. Civilian labor force decreased in all counties, except for Kauai County, but civilian employment decreased much more in all counties. Total tax revenues and wage and salary jobs were also down in all counties, compared to the first quarter of 2008. The performance of the visitor sector was also negative in all counties, with Honolulu doing better than other counties. Hotel occupancy rates were down in all counties. Values of private building permits also decreased in all counties, except for Kauai County (residential only).

In the first quarter of 2009, General Excise and Use Tax (GET) revenues (excluding the Honolulu County Surcharge) decreased \$85.7 million or 14.9 percent in Honolulu and decreased \$2.9 million in the three neighbor island counties compared to the same quarter of 2008. The Net Individual Income Tax collections decreased \$58.3 million or 19.0 percent in Honolulu and decreased \$12.5 million in the neighbor island counties for the first quarter in 2009. Transient Accommodation Tax collections decreased \$7.5 million in Honolulu and decreased \$2.3 million in the neighbor island counties.

In the first quarter of 2009, Honolulu lost 10,000 or 2.2 percent wage and salary jobs over the first quarter of 2008. The largest job losses occurred in transportation, warehousing and utilities (lost 3,000 jobs or 12.6 percent), followed by natural resources, mining and construction (lost 2,150 jobs), accommodation (lost 1,250 jobs), retail trade (lost 1,150 jobs), and professional and business services (lost 1,150 jobs). Federal government added the most jobs in the quarter (800 jobs), followed by State government (750 jobs), local government (200 jobs), health care and social assistance (150 jobs), and educational services (50 jobs).

In the first quarter of 2009, **Hawaii County lost 3,700 wage and salary jobs or 5.3 percent from the first quarter of 2009.** Increases in government jobs (added 450 jobs) were more than offset by job losses in the private sector. Natural resources, mining and construction lost the most jobs in the quarter (850 jobs), followed by accommodation (650 jobs), food services and drinking places (600 jobs), and transportation, warehousing and utilities (550 jobs).

Maui County saw a net loss of 3,850 jobs in the first quarter of 2009, a 5.2 percent decrease from the same quarter of 2008. Accommodation lost the most jobs (850 jobs) in the quarter, followed by natural resources, mining and construction (800 jobs), food services and drinking places (650 jobs), transportation, warehousing and utilities (500 jobs), and retail trade (500 jobs). The government sector added 300 jobs in the quarter.

In the first quarter of 2009, Kauai County lost 1,600 wage and salary jobs or 5.2 percent from the same quarter last year. Accommodation lost the most jobs (650 jobs) in the quarter, followed by professional and business services (550 jobs), retail, construction, food services and drinking places, and transportation, warehousing and utilities each lost 150 jobs.

Both total visitor arrivals and visitor days by air decreased substantially in all counties in the first quarter of 2009, compared to the first quarter of 2008. Visitor day decreases were less than visitor arrival decreases in all counties due to longer average length of stay in the quarter.

In the first quarter of 2009, the value of total private building permits decreased in all counties except the Kauai County, from the same quarter of 2008. In dollar terms, **Hawaii County decreased the most at \$163.0 million or 66.9 percent**, followed by Honolulu at \$61.8 million or 20.0 percent, and Maui County at \$35.3 million or 32.8 percent; Kauai County increased \$61.2 million or 76.7 percent. Source: State of Hawaii Department of Business, *Economic Development & Tourism County Economic Conditions*. ONLINE 2009. State of Hawaii Department of Business, Economic Development & Tourism. Available: <http://hawaii.gov/dbedt/info/economic/data reports/gser/county> [03 August 2009].

Development of an energy industry, in terms of supplying skilled workers, will be vital to assist Hawaii County to attain energy self-sufficiency. Hawaii County depends almost entirely on foreign sources of fuel for its energy needs. Over 70% of electricity generated and virtually all transportation demands are currently met with imported petroleum products. Growth in Hawaii's tourism, residential, and transportation sectors continues to drive increases in energy demand.

High crude oil prices are linked with Hawaii County's electricity prices, which are more than four times the national average. With 100 percent of petroleum being imported, this County is left vulnerable to fluctuations in the world petroleum market while estimated to spend nearly a billion dollars in 2008 out of the local economy. This dependence on fossil fuel is also linked to the large environmental impact of the energy sector, releasing thousands of tons of greenhouse gases and other pollutants into the atmosphere annually.

Despite local, state, and national priority for renewable energy, Hawaii County continues its 100 percent importation of petroleum resulting in high cost of energy evidenced by 40.20 cents per kwh, four times the national average.

Residents of **Hawaii County pay 40.88 cents** per kilo-watt per hour (0/KwH) for electricity, about four times the national average as illustrated below. Source: Energy Information Administration. Form EIA-826, *Sales and Revenue Spread Sheets*. ONLINE. 2009. Department of Energy. Available: [http://www.eia.doe.gov/nea/f/electricity/page/sales\\_revenue.xls](http://www.eia.doe.gov/nea/f/electricity/page/sales_revenue.xls) [03 August 2009].

**AVERAGE RETAIL PRICE****RESIDENTIAL**

<b>State</b>	<b>(¢/KwH)</b>
U.S. Average	11.36
Idaho	7.01
West Virginia	7.03
North Dakota	7.48
New York (NY)	18.79
Connecticut (CT)	19.36
Hawaii (HI)	32.50
Honolulu County	28.89
Kauai County	30.72
Maui County	37.12
<b>* Hawaii County</b>	<b>40.88</b>

*Italic States represent the lowest average residential retail price paid for electricity.* NY, CT, and HI pay the highest average retail price for electricity. Source: Hawaiian Electric Company *Average Electric Rates for Hawaii Electric Co., Maui Electric Co. and Hawaii Electric Light Company.* ONLINE 2009. Hawaiian Electric Company. Available: [http://www.kiuc.coop/pdf/ratedata 2009.pdf](http://www.heco.com/portal/siteTheco/inenuitem.508576178baa14340b4c0610c510bIcanvgnextoid=692e5e658e0fc0I OV enVCM1000008119fea9RC RD& vgnnextchanne1=1062934979864110V gnVCM I 000005 c01 I baeRCRD&vgnnextfmt=default&vgnnextrefresh= 1 & level=0&ct-artic le [03 August 2009]; Kauai Island Utility Cooperative <i>Rate Data Sheet.</i> ONLINE 2009. Kauai Island Utility Cooperative. Available: <a href=) [03 August 2009].

**3. Unemployment**

The following chart shows the unemployment rate, not seasonally adjusted, as of June 2009:

	<b>JUN 2009</b>	<b>MAY 2009</b>	<b>JUN 2008</b>
<b>STATE</b>	8.1	7.2	4.4
Honolulu	6.9	6.1	4.1
<b>Hawaii County</b>	<b>11.5</b>	<b>10.4</b>	<b>6.0</b>
Kauai	11.1	10.4	4.5
Maui County	10.0	9.3	4.5
U.S.	9.7	9.1	5.7



CENSUS TRACT NO.	CENSUS TRACT AREA	UNEMPLOYED
202	Hilo: Upper Waiakea Forest Reserve	18.8%
206	Hilo: Keaukaha — Panaewa	20.0%
205	Hilo: University — Houselots	21.2%
203	Hilo: Puueo-Downtown	21.8%
212	Ka' u	22.4%
211	Pahoa - Kalapana	23.2%

Source: State of Hawaii, Department of Labor. *Unemployment Rates — Not Seasonally Adjusted*. ONLINE 2009. Hawaii Workforce Informer. Available: <http://www.hiwi.or.Vadmin/unloadedPublications/1019 URATE current.pdf> [08 August 2009]; Hawaii Workforce Informer. *Census Tract Data*. ONLINE 2009. Department of Labor and Industrial Relations. Available: <http://www.hiwi.orearticle.asp?PAGEID=&SUBID=&ARTICLEID=1859&SEGMENTID=1> [08 August 2009]; figures compiled and calculated by HCEOC 09 August 2009.

#### 4. Population and Poverty Data

Most recent published resident population count by counties as of July 1, 2008:

COUNTY POPULATION	Of STATE POPULATION
<b>Hawaii</b>	<b>175,784</b>
Honolulu	905,034
Kauai	63,689
Maui	143,691
	1,288,198

Source: County of Hawaii. *Data Book. Table 1.1 Resident Population, State of Hawaii, By Counties: 1980, 1988, to 2008*. ONLINE. 2009. County of Hawaii. Available: <http://www.hawaiicounty.com/databookcurrent/Table%201/1.1.pdf> [08 August 2009].

Hawaii County has the highest percentage of welfare recipients per population, compared to the other counties and above the state average. s illustrated in the table below: Source: Hawaii State Department of Human Services, Management Services Office-Research, August 2009.

#### TANF/TAONF AND FOOD STAMPS PERCENTAGES

	TANF/TAONF	%	POPULATION	FOOD STAMPS	%
<b>Hawaii</b>	<b>6,058</b>	<b>3.45%</b>	175,784	<b>28,905</b>	<b>16.44%</b>
Honolulu	15,803	1.75%	905,034	72,285	7.99%
Kauai	938	1.47%	63,689	6,280	9.86%
Maui	2,555	1.78%	143,691	11,580	8.06%
State	25,354	1.97%	1,288,198	119,050	9.24%

CENSUS TRACT	TANF/TAONF	POPULATION	%
211: Pahoa - Kalapana	952	8,597	11.07%
202: Hilo Upper Waiakea	187	1,805	10.36%
210: Keaau	1,571	22,738	6.91%
204: Hilo Kaikoo	197	3,098	6.36%
212: K a ' u	347	5,827	5.96%

CENSUS TRACT	FOOD STAMPS	POPULATION	
211: Pahoa - Kalapana	4,706	8,597	54.74%
202: Hilo Upper Waiakea	780	1,805	43.21%
212: K a ' u	1,917	5,827	32.90%
210: Keaau	7,094	22,738	31.20%
204: Hilo Kaikoo	887	3,098	28.63%

Hawaii County has the highest rate of individuals below the Federal Poverty Guidelines. The following shows a comparison of poverty by County. Source: U.S. Census Bureau. *State and County Quickfacts*. ONLINE 2009. U.S. Census Bureau. Available: <http://factfinder.census.gov/servlet/states/15/15001/htrn1> [04 August 2009]

	Percent of Persons Below Poverty
<b>Hawaii County</b>	<b>13.1%</b>
Honolulu County	7.8%
Kauai County	9.0%
Maui County	6.8%

Hawaii County has the lowest Per Capita Personal Income in the State:

State	\$39,242
<b>Hawaii</b>	<b>\$29,702</b>
Oahu	\$42,015
Kauai	\$33,356
Maui	\$35,835

Source: U.S. Department of Commerce. *Bureau of Economic Analysis*. ONLINE. 2009. Department of Commerce. Available: <http://www.bea.gov/regional/rels/scb.cfm> [03 August 2009].

The following shows the amount of recipients per County that are recipients of Supplemental Security Income (SSI). These recipients include those who are aged, blind and disabled, many of whom have fixed income. Hawaii County has more than the County of Maui and the island of Kauai combined.

Table 3.

Number of recipients in state (by eligibility category, age, and receipt of OASDI benefits) and amount of payments, by county, December 2008

County	Total	Category		Age			SSI recipients also receiving OASDI	Amount of payments (thousands of dollars) <sup>a</sup>
		Aged	Blind and Disabled	Under 18	18-64	65 or Older		
Total, Hawaii	23,698	6,229	17,469	1,624	13,554	8,520	7,849	12,294
Hawaii	4,419	498	3,921	388	3,206	825	1,360	2,388
Honolulu	16,653	5,263	11,390	988	8,623	7,042	5,617	8,617
Kauai	910	162	748	82	599	229	300	453
Maui	1,716	306	1,410	166	1,126	424	572	835

SOURCE: U.S. Social Security Administration, Office of Retirement and Disability Policy, *SSI Recipients by State and County, 2008*. ONLINE 2009. U.S. Social Security Administration. Available: [http://www.ssa.gov/policy/docs/statcomps/ssi\\_sc/2008/hi.pdf](http://www.ssa.gov/policy/docs/statcomps/ssi_sc/2008/hi.pdf) [08 August 2009].

## 5. Education Data Academic Achievement

2009 Hawaii State Assessment Test Results Source: Hawaii State Department of Education July 2009	
42 Big Island Public Schools	79% of Schools Failed
All Public Schools in State	66% of Schools Failed

### Graduation/Drop-Out Rates

2009 No Child Left Behind Graduation Rate Requirements Met/Not Met Source: Department of Education: July, 2009		
Region	% of Schools Who Had A Graduation Rate of 80% or Higher  80% of High Schools Will Have A 80% Or Higher Graduation Rate	Requirement  Met/Not et/Not Met
State of Hawaii	80%	Met
Hawaii Island District	70%	Not Met

In the 2009-2010 school year, 80% of all public high schools in the State of Hawaii had a graduation rate of 80% or higher.

For public high schools on the Island of Hawaii, however, only 70% of the schools had a graduation rate of 80% or higher.

HCEOC served six high schools for the whole year with its Right Track Drop Out Prevention Program and among the six schools served, five had a 80% graduation rate or higher. Based on the No Child Left Behind standard, the high schools in the Right Track Drop Out Prevention Program met the No Child Left Behind standard.

2009 No Child Left Behind Graduation Rate Requirements Met / Not Met Public High Schools: Hawaii County Source: Hawaii State Department of Education; July, 2009		
School	Graduation Rate	Met 80% Standard
*Hilo High	81%	Met
*Honoka'a High	83%	Met
*Ka'u High	85%	Met
*Keaau High	79%	Not Met
Kealahou High	75%	Not Met
Kohala High	100%	Met
Konawaena High	79%	Not Met
Laupahoehoe High	100%	Met
*Pahoa High	80%	Met
*Waiakea High	90%	Met

\* School Serviced by FICEOC Right Track Drop-Out Prevention Program

## 6. Crime Data

### The Pervasiveness of Crime in Paho

#### Crime Comparison Between The District of Puna (which includes Paho) and The County of Hawaii

Classification of offense	South Hilo	North Hilo	Hamakua	North Kohal	South Kohala	Ka' u	Kon a	Puna (includes Paho)
Murder/non-negligent manslaughter	1	0	0	0	1	1	0	3
Rape	18	1	2	0	7	2	29	21
Robbery	26	0	1	3	4	4	27	31
Aggravated Assault	79	0	4	3	13	17	79	74
Burglary	407	101	20	26	85	66	228	495
Larceny	1507	31	81	65	356	142	1228	663
Auto Theft	163	6	14	3	40	15	213	124
Other Assaults	756	18	48	51	116	101	675	478
Sex Offenses	64	3	6	3	37	4	64	5
Narcotic Drug Laws	481	14	31	7	24	29	469	269
Driving Under the	446	2	15	26	75	47	635	135

Source of Data-Hawai'i Police Department Period represented by the Data: 2007 fiscal year

The data above indicates that the Puna District, which composes only 24.3% of Hawai'i County's population, is accountable for 35% of burglaries, 33.3% of murder/non-negligent manslaughter, 27.5% aggravated assault, 28.6% weapons and over 19% of the County's quality of life crimes. (Quality of life crimes are those that impact community well being and cohesiveness; i.e., disorderly conduct, harassment, terroristic threatening, public drunkenness, criminal property damage, etc.

Further, Paho, which accounts for only 3.8% of the district's population, is accountable for approximately 33% of its murder non-negligent manslaughter, 7% of its burglaries, 26% of its robberies, 18% of its assaults, and 22% of its narcotics offenses.

The data confirms what residents in the Puna area have expressed to HCEOC through the Paho Town Steering Committee of the Weed and Seed Program. (Refer to one of the following sections on Collaboration with Other Agencies and Community Groups.)

## 7. HCEOC 2009 Client Surveys:

In 2009, Hawaii County Economic Opportunity Council conducted a community survey consisting of 1,166 households. The surveys were distributed island-wide; representing various communities. Here are the needs which were identified by at least 20% of the clients.

- a. Food and Nutrition
  - 49% were in need of financial assistance
  - 33% express their need for help in shopping for family
  - 29% would benefit from home delivered meals
  - 45% percent need emergency food assistance
- b. Housing
  - 20% are in need of affordable housing
  - 27% are in need of rental assistance
  - 23% need home repairs
  - 75% are in need of assistance with utility bills
- c. Health
  - 24% express their desire for health insurance
- d. Employment
  - 30% expressed a need for employment
  - 20% identified a need for employment skills or preparation
  - 29% believe they should be receiving higher pay
  - 20% need appropriate clothing for employment
- e. Transportation
  - 20% identified need for help with car repairs
  - 28% also need financial assistance for transportation or transportation related services
- f. Child Care
  - No item under the child care section received more than a 20% identified need
- g. Ethnic Background
  - 32% of respondents were of Caucasian
  - 31% identified as being Hawaiian or part Hawaiian
  - 23% were Portuguese
  - 13% were Filipino
  - 7% were Japanese
  - 7% were Hispanic/Latino
  - The remaining percentages (10%) were divided among the following: African American, Alaskan, American Indian, Chinese, Hispanic/Latino, Micronesian, Pacific Islander and Other.

#### h. Elderly

Note: The Needs Assessment Survey participants reflect the population at large and so the majority of respondents who filled in the Community Needs Assessment were under age 65. And so the younger demographics overshadowed the self-identified needs of the elderly. Hence, none of the need categories in the Elderly Section received more than the 20% criteria of all self-identified needs used to define a high need.

However, since the elderly represent a very vulnerable and especially needy segment of the population, HCEOC is adding in their responses even though in comparison to all 1,166 respondents, the needs identified by the elderly were below 20% of the total needs identified.

- 15% of all respondents expressed a need for services for elderly
- 13% of all survey participants checked off the need for transportation for the elderly
- 12% of all surveys indicated a need for elderly home care services
- 12% of all identified needs were for elderly therapy services.

## **8. HCEOC Client and Client Household Profile**

948 clients from 412 client households filled out an HCEOC Client Form from January 1, 2008 to August 6, 2010.

Of the 412 client households, 196 (or 48%) were below poverty level. 101 client households (or 25%) were 1% to 25% over poverty level. 48 client households (or 12%) were 26% to 50% over poverty level.

Hence, 85% of client households serviced by HCEOC are within 150% of poverty level. Of the 412 client households served, 155 or 38% receive no income, TANF, SST, unemployment insurance or General Assistance.

## **9. Collaboration With Partnering Agencies: Needs Expressed To HCEOC By Community Groups and Government Agencies**

### **a. Needs Expressed by the Pahoa Town Steering Committee of the Weed and Seed U.S. Department of Justice Program**

The Pahoa Town Steering Committee of a U.S. Department of Justice grant called Weed and Seed, made up of government agencies and civic groups asked HCEOC to help administer a grant aimed at preventing and reducing crime.

The town of Pahoa is in the district of Puna, the second fastest growing district in the state. Only the Kapolei district on Oahu has a larger annual growth rate than Puna. Community groups and government officials have expressed a big need for a non-profit organization such as HCEOC to help administer a \$ 120,000 grant which the Pahoa community received from the U.S. Department of Justice.

### **b. Needs Expressed by the County of Hawaii Nutrition Program**

In July, 2009 the County of Hawaii Nutrition Program asked if HCEOC would help by providing or coordinating the purchasing and delivering of meals for senior citizens in remote areas which the County Nutrition Program was not able to serve. HCEOC staff met with County of Hawaii staff and drew up a memorandum of understanding and a contract in which the County would share \$80,000 of its ARRA Nutrition Elderly Grant with HCEOC to provide or coordinate the purchasing and delivering of meals to non-serviced areas including Waikoloa, Hawaiian Beaches, and Waikoloa.

c. Needs Expressed by Alu Like

In July 2009, the Alu Like organization approached HCEOC and asked if HCEOC would provide and deliver Meals on Wheels to residents on the Hawaiian Homes Land of Keaukaha in Hilo. The Alu Like organization has a congregate elderly meal program but their site is full to capacity with participants, and so Alu Like with consultation from the County Nutrition Program asked if HCEOC would deliver Meals on Wheels to those elderly who were on the waiting list for the congregate meal site. HCEOC consented and meals will begin to be served in September 2009 and the County Nutrition Program will cover the cost of the meals.

d. Needs Expressed by C.D.I. Head Start

The C.D.I. Head Start asked HCEOC if HCEOC would continue to transport children to Head Start Centers in East Hawaii. A letter of memorandum and contract are currently being drawn up for HCEOC to provide transportation for 80 students to Head Start Centers.

e. Needs Expressed by the County of Hawaii Work Force Investment Board

The County of Hawaii Work Force Investment Board comprised of leaders from the public and private sectors of the Big Island asked HCEOC to join them in coordinating and seeking after funding for emerging job projects, government grants, green and scientific job training programs, and employment ventures. HCEOC due to staff turned over had not assigned a staff person to sit on the Work Force Investment Board, but in July 2009 a staff person was placed on the Board to represent HCEOC.

**10. Prioritizing Needs Based on Assessment From Various Sources Needs Assessment Summary**

Instruments used to identify the seven greatest needs are as follows:

- Demographics and Public Information
- HCEOC Needs Surveys
- HCEOC Client and Client Household Profile
- Collaboration With Partnering Agencies: Needs Expressed To HCEOC By Government Or Community Organizations

**11. Seven Greatest Needs**

- High Unemployment due to Recession of 2009  
...and, therefore, the need for generating jobs and job training
- High Numbers of Drop Outs  
...and, therefore, the need for an intervention program for high/middle schools to prevent students from dropping out and a socialization and remedial education program for students in elementary school whom D.O.E. educators identify as at risk
- High Utility Bills  
...and, therefore, the need for energy saving education, energy saving appliances, and financial assistance with utility bills



- High Isolation of Many Big Island Low Income Residents  
...and, therefore, the need for transportation for low income residents to get to medical, health, food, government and social resources
- High Cost of Food  
...and, therefore, the need for the vulnerable to receive food at no or little cost through Meals on Wheels, TEFAP, and meals paid partially through the USDA Child Nutrition Programs
- High Crime  
...especially centered in the Pahoa area of the County, and, therefore, the need for a crime prevention and reduction program in the district.
- High Cost for Home Repairs  
...and, therefore, the need for assistance to help low income households make necessary repairs on their homes

## **SECTION II – STRATEGIC ACTION PLAN (ROMA Logic Model Format)**

### **NEED # I (derived from Needs Assessment described earlier)**

High unemployment prompted by the Recession has resulted in the need for unemployed or underemployed persons to find work or to be trained or re-tooled in especially emerging careers such as the green industry, and to have access to transportation to and from work.

#### **Outcome to Address Need**

Unemployed or underemployed persons will become more self-sufficient when they find or keep a job, when they receive training or are re-tooled in an emerging career or when they have transportation to and from work or interviews.

#### **Outcome/Indicator**

In order to become more self-sufficient, 210 unemployed or underemployed persons will find work, be trained or re-tooled in an emerging career, and be provided transportation to and from work or interviews.

#### **Strategies to Be Implemented**

By October 1, 2011, HCEOC will implement activities approved by funding sources for these grants which assist un/underemployed persons find jobs, be trained or re-tooled in an emerging career or have access to transportation to/from jobs/interviews:

- Ride to Work Transportation Program
- Employment Core Services for Immigrants and Refugees
- Rainbow Falls Connection Economic Development Program
- Honokaa/Pauilo/Hakalau Certified Kitchen Program
- TANF Food Service Internships
- Renewable Energy

On the 3<sup>rd</sup> Mondays of each month, the HCEOC Board Executive and Finance Committee will monitor the progress of each program above and report to the Board of Directors at its mtg. on the 4<sup>th</sup> Monday of every month.

By December 31, 2011; March 30, June 30 and September 30, 2012, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

#### **Resources Available**

1. Funds from OCS CSBG for ROMA training on how to manage/evaluate program
2. OCS CSBG Program Monitors
3. State Dept. of Human Services
4. Work Force Dev. Services
5. Alu Like
6. OHA
7. HI Community College
8. County Transportation Dept.
9. Solar Water Heater Installers
10. Work Investment Committee
11. State Employment Service

#### **Resources Needed**

More tools for trainees (only basic tools are provided)

#### **Measurement**

1. By Dec. 31, 2011, the HCEOC Bd. of Directors will have sufficient evidence to validate that at least 50 un/underemployed persons found employment, received training or retooling in emerging careers, or were transported to/from work/interviews.
2. By March 30, 2012, the HCEOC Bd. of Directors will have sufficient evidence to validate that at least 210 un/underemployed persons found employment, received training or retooling in emerging careers, or were transported to/from work/interviews.
3. By June 30, 2012, the HCEOC Bd. of Directors will have sufficient evidence to validate that 315 un/underemployed persons found employment, received training or retooling in emerging careers, or were transported to/from work/interviews.
4. By Sept. 30, 2012, the HCEOC Bd. of Directors will have sufficient evidence to validate that 105 un/underemployed persons found employment, received training or retooling in emerging careers, or were transported to/from work/interviews.

**NEED # 2** (derived from Needs Assessment described earlier)

#### The High Number of Drop Outs

On the Big Island with high risk of becoming dependent upon government assistance or society has resulted in the following:

The need for an intervention program for high/middle school students to prevent them from

dropping out and the need for an after school socialization and remedial education program for students in elementary school for students whom D.O.E. educators identify as at risk, and the need for an after school socialization and homework club Safe Haven program for elementary school students in the high crime area of Puna.

#### **Outcome to Address Need**

At risk students who receive intervention in elementary, middle and high school will be less prone to drop out of high school and become dependent upon government and society. With intervention they shall graduate from high school and live self-sufficient lives.

#### **Outcome/Indicator**

1. 130 out of 150 high/middle school clients in the ARRA Right Track Drop Out Prevention Program will either graduate from high school or, for 6<sup>th</sup> -11<sup>th</sup> graders, be promoted to the next grade.
2. 65 out of 75 elementary students in the ARRA Language Arts Multi Cultural Program (LAMP) will show an improvement through pre/post tests in reading comprehension, writing, and appreciation of the many diverse cultures in Big Island schools.
3. 20 elementary school students will attend at least 4 out of 5 days a week the Pahoa/Ka'ohe Weed and Seed Safe Haven Afterschool Program

#### **Strategies to Be Implemented**

October 1, 2011 to September 30, 2012, HCEOC will implement activities approved by funding sources for these grants which will work with at risk children and youth in elementary, middle and high schools in the following:

1. Right Track Drop Out Prevention Program
2. Right Track Language Arts Multi Cultural Program
3. Pahoa/Ka'ohe Weed and Seed Safe Haven After School Program

On the 3<sup>rd</sup> Mondays of each month, the HCEOC Bd. Executive and Finance Committee will monitor the progress of each program above and report to the Board of Directors at its mtg. on the 4<sup>th</sup> Monday of every month.

By December 31, 2011; March 30, June 30 and September 30, 2012, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

#### **Resources Available**

1. Parent and Community Volunteers
2. Hawaii State Department of Education
3. Alu Like
4. Queen Liliuokalani Trust
5. Office of Hawaiian Affairs
6. YMCA
7. YMCA
8. County of Hawaii Prosecutor's Office
9. County of Hawaii Youth Summit

10. Hawaii State Circuit Court staff
11. Hawaii County Police Department
12. Interagency Family Violence Prevention Committee
13. Hawaii State Department of Human Services
14. Neighborhood Safe Havens

#### **Resources Needed**

1. More after school educational and recreational supplies
2. Vans to go on field trips

#### **Measurement**

1. Pre and Post Tests for reading, writing, appreciation of diverse cultures for ARRA LAMP students
2. DOE graduation and grade promotion records for ARRA RT DOPP students
3. Monthly on site monitoring sheets for Community Services Director or designee to use at Weed and Seed Safe Haven Afterschool Program

**NEED # 3** (derived from Needs Assessment described earlier)

High Utility Bills result in the need for especially low income persons to receive energy savings education, energy saving appliances and financial assistance with utility bills.

#### **Outcome to Address Need**

When low income residents receive energy savings education, energy saving appliances and financial assistance with utility bills, they will become more self-sufficient.

#### **Outcome/Indicator**

1. 150 low income households will receive \$200 to be credited to their utility bill in order to prevent disconnection.
2. 1,100 low income households will receive \$300 to \$500 to be credited to their utility bill.
3. 130 low income households will reduce energy costs as a result of installed energy saving devices such as solar water heaters, energy saving refrigerators, CFLs and by means of energy education.

#### **Strategies to Be Implemented**

October 1, 2011 to September 30, 2012, HCEOC will implement activities approved by funding sources for these grants which will provide financial assistance, low energy usage appliances, or energy usage education to low income residents:

1. Low Income Household Energy Assistance Program (LIHEAP)
2. Regular Weatherization Assistance Program
3. ARRA Weatherization Assistance Program

On the 3<sup>rd</sup> Mondays of each month, the HCEOC Bd. Executive and Finance Committee will monitor the progress of each program above and report to the Board of Directors at its mtg. on the 4<sup>th</sup> Monday of every month.

By December 31, 2011; March 30, June 30 and September 30, 2012, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

#### **Resources Available**

1. HELCO
2. Scientific Advancement Investment Corp. (SAIC)
3. PUC
4. Maui Economic Opportunity
5. Yen Ching, retired HELCO engineer
6. Dept. of Human Services

#### **Resources Needed**

Energy education booklets

#### **Measurement**

LIHEAP applications will be proof if 200 low income residents received emergency financial help and 2,200-low income residents received a \$300 to \$500 credit on their energy bill.

Random energy audits will be done on 13 of the 130 homes owned by low income persons. Success will be measured if a 5% decrease for CFLs, 10% decrease for low energy refrigerators, or 30% decrease for solar water heaters is experienced in the utility bills of residents who received respective lower energy appliances.

**NEED # 4** (derived from Needs Assessment described earlier)

#### **The High isolation of Many Low Income Residents:**

Due to the vast geography of the Big Island results in the need for low income residents to have transportation to food, health, medical, educational and social resources.

#### **Outcome to Address Need**

Low income residents will become more self-sufficient when they have transportation to food, medical, health, educational, and social resources.

#### **Outcome/Indicator**

1,212 elderly, adults 18 to 64, youth and children who do not have access to transportation, many of whom are low income and disabled, will be given rides to/from food, medical, health, educational and social resources.

#### **Strategies to Be Implemented**

October 1, 2011 to September 30, 2012, HCEOC will implement activities approved by funding sources for these grants which will provide transportation to those who have no transportation to food, medical, health, educational and social resources:

1. Hawaii County Nutrition Program
2. Hawaii County Mass Transit Program
3. OCS CSBG Transportation Program
4. CDI Head Start Program

On the 3<sup>rd</sup> Mondays of each month, the HCEOC Bd. Executive and Finance Committee will monitor the progress of each program above and report to the Board of Directors at its mtg. on the 4<sup>th</sup> Monday of every month.

By December 31, 2011; March 30, June 30 and September 30, 2012, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

#### **Resources Available**

1. Hawaii County Office of Aging
2. Hawaii County Mass Transit Program
3. OSC CSBG Transportation Program Monitors
4. CDI Head Start
5. Department of Transportation
6. Hawaii County Nutrition Program

#### **Resources Needed**

1. Skilled Vehicle Mechanic Volunteers who can do simple maintenance on HCEOC vehicles
2. Funds to purchase transportation scheduling software

#### **Measurement**

1. Monthly Board Minutes will reflect that Bd. and staff monitoring specified in the grant proposal applications are followed.
2. By Sept. 30, 2012, the Bd. of Directors will have sufficient evidence to validate that 1,121 persons without transportation were given rides over the course of the year to food, medical, health, educational and social resources.

**NEED # 5** (derived from Needs Assessment described earlier)

#### The High Cost of Food:

O the Big Island results in the need for people in vulnerable circumstances to receive food at no or affordable cost through Meals on Wheels, TEFAP, and meals for children paid partially through the USDA Child Nutrition Programs.

#### **Outcome to Address Need**

People in vulnerable circumstances will have access to nutritious food so that they will remain or become healthy and will not be dependent upon the government to subsidize their health care for serious illnesses.

#### **Outcome/indicator**

1. 400 children and elderly will receive a nutritious meal 5 days a week through HCEOC two Food Services Kitchens.
2. 150 elderly will receive 1 to 5 meals a week through an ARRA County of Hawaii Nutrition/Meals on Wheels Grant.
3. 1,000 low income adults will receive one week's worth of food quarterly through the Temporary Emergency Food Assistance Program.

### **Strategies to Be Implemented**

October 1, 2009 to September 30, 2010, HCEOC will implement activities approved and required by funding sources for these grants which will provide food to needy persons.

1. HCEOC Food Service Kitchen
2. ARRA County of Hawaii Nutrition/Meals on Wheels Grant
3. TEFAP

On the 3<sup>rd</sup> Mondays of each month, the HCEOC Bd. Executive and Finance Committee will monitor the progress of each program above and report to the Board of Directors at its meeting on the 4<sup>th</sup> Monday of every month.

By December 31, 2011; March 30, June 30 and September 30, 2012, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

### **Resources Available**

1. Volunteers to help with food distribution
2. Hawaii County Nutrition Program
3. Hawaii County Office of Aging
4. USDA
5. Hawaii State Child Nutrition Program
6. Local Farmers
7. Wholesale Food Suppliers
8. Hawaii State Department of Health

### **Resources Needed**

Funds to replace worn out kitchen equipment.

### **Measurement**

Satisfaction surveys will be filled in September 2010 by schools and clients who receive or eat the food prepared by HCEOC.

**NEED # 6** (derived from Needs Assessment described earlier)

### High Crime:

Especially centered in the Pahoa area of the County results in the need for a crime prevention and reduction program there.

### **Outcome to Address Need**

Because the incidences of crime are reduced or prevented, both would be perpetrators and victims become more self-sufficient because fewer resources are drained for wasteful actions.

### **Outcome/Indicator**

By September 30, 2012, reduction in the crime rate by at least 3% will be experienced in the Pahoa/Ka'ohe vicinity of Pahoa in at least 12 categories of crime documented by the County of Hawaii Police Department.

### **Strategies to Be Implemented**

October 1, 2011 to September 30, 2012, HCEOC will implement activities approved and required by funding sources for the Pahoia/Ka'ohe Weed and Seed Program.

On the 3<sup>rd</sup> Mondays of each month, the HCEOC Board Executive and Finance Committee will monitor the progress of each program above and report to the Board of Directors at its meeting on the 4<sup>th</sup> Monday of every month.

By December 31, 2011; March 30, June 30 and September 30, 2012, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

### **Resources Available**

1. Community volunteers
2. Ka'ohe Neighborhood Watch
3. Neighborhood Place of Puna
4. Puna Safe Haven
5. Hawaii County Prosecutor's Office
6. Nanawale Longhouse Safe Haven
7. Hawaii County Police Department
8. Attorney General for the State of Hawaii
9. Puna Spring Jam Committee
10. Puna Sustainability Festival Committee
11. Puna Medical Center
12. Hawaii County Parks and Recreation
13. Hawaii County Research and Development
14. American Red Cross

### **Resources Needed**

More volunteers to help with after school program for elementary children.

### **Measurement**

Hawaii County Annual Crime Statistical Report will indicate if the objective of at least 3% reduction in crime in 12 crime categories.

**NEED # 7** (derived from Needs Assessment described earlier)

### **The High Cost of Home Repairs:**

Causes less self-sufficiency because of big amounts of money taken away from other necessities such as food, medication, or transportation. Therefore, the need arises for assistance to help low income households make necessary repairs on their homes so that residents may become or remain self-sufficient.

### **Outcome to Address Need**

When low interest loan assistance is given for expensive home repairs, low income home owners will become more self-sufficient because more money will become available for food, medication and other essentials.



### **Outcome/Indicator**

By September 30, 2012, two (2) families will live in safe homes and will become more self-sufficient because of low interest loan assistance provided by the Housing Preservation Loan Program.

### **Strategies to Be Implemented**

October 1, 2011 to September 30, 2012, HCEOC will implement activities approved and required by funding sources for the Housing Preservation Loan Program.

On the 3<sup>rd</sup> Mondays of each month, the HCEOC Board Executive and Finance Committee will monitor the progress of each program above and report to the Board of Directors at its meeting on the 4<sup>th</sup> Monday of every month.

By December 31, 2011; March 30, June 30 and September 30, 2012, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

### **Resources Available**

1. HUD
2. Hawaiian Homes Land Commission
3. County Housing Authority
4. County Planning Department
5. County Research and Development]
6. Habitat for Humanity
7. Local Banks
8. Alu Like
9. Office of Hawaiian Affairs

### **Resources Needed**

Skilled staff to assist in grants writing.

### **Measurement**

Building inspectors will sign off when home repairs are satisfactorily completed.

## **SECTION III – DESCRIPTION OF THE SERVICE DELIVERY SYSTEM**

As part of its mandate as a community action agency, HCEOC encourages the involvement of people from the community at the grass roots level, in the operation and decision making process. The philosophy behind this involvement is that it is the people in the communities who know what the needs are, and what services and activities will benefit them.

HCEOC administers programs to meet the needs identified by communities. The agency operates five (5) offices within the districts of Pahoa, Kau, Kona, Hilo and Honokaa. Each district site assists in the decentralization of operations and creates responsive and accessible services for those in need. A District Council Board, made up of members representing the community, advises on programs in the district and represents the district on the HCEOC Board of Directors. The twenty-one (21) member Board of Directors are equally divided into seven (7) representatives from the public, the low-income and private sectors of the community.

Programs operated by the agency include: Pahoa/Ka'ohe Weed and Seed Program, ARRA County Nutrition Program, ARRA Ride to Work Transportation Program, Transportation for the Elderly, Disabled and Pre-School Programs; Right Track- A high school Drop-Out Prevention Program; Elementary School Language Arts Multicultural Program, Housing Preservation Program; The Emergency Food Assistance Program; Regular and ARRA Weatherization Assistance Programs;; Low-Income Home Energy Assistance Program, Economic Development Programs including the Food Service Program, Rainbow Falls Connection and Renewable Energy. The service delivery system for these programs consists of the following:

1. Outreach
2. Application for service
3. Face to face interview
4. Referral
5. Monthly, Quarterly and Yearly reports
6. Evaluation

It is our goal to deliver appropriate and effective services to the target population.

#### **Outreach**

Outreach describes the activities staff performs to provide services, inform and increase awareness within the community regarding services and availability of programs. HCEOC utilizes a variety of methods in its outreach efforts.

1. Newspaper: Public service announcements indicate program availability, benefits, eligibility criteria and application process. Newspapers are also used to place ads to recruit applicants for specific programs or explain new and existing programs.
2. Radio: Public service announcements on various local radio programs are used to inform the public on program availability, benefits, eligibility criteria and application process. Ads may also be placed to recruit applicants for specific programs.
3. Flyers: Program staff prints flyers that outline specific programs and their benefits, which are posted in areas within the community such as community bulletin boards, grocery stores, markets, housing projects, doctor offices, schools and other places where the target population is likely to see them. Flyers are also faxed to private and public agencies that serve similar populations.
4. Community Meetings: Staff attends community meetings to explain agency programs and eligibility criteria.
5. Door-to-door Canvassing: Staff periodically goes into low-income neighborhoods to distribute informational handouts and related information on a door-to-door basis.
6. Networks and Partners: Staff updates partners and networks on HCEOC programs for up to date information and to facilitate referrals.

7. Intra-agency Programs: Program staff is aware of agency (in-house) programs that will benefit their participants. Referrals made to the appropriate program via an interagency referral process.
8. Intake Services: Staff describes available programs that may benefit and be appropriate for the applicant during the intake interview. Each staff member is trained on the eligibility and process of each program so that they may provide a "full-service" intake process at time of application.
9. Home Visits: Staff provides service in Participants' home on an as needed basis. For example, staff will conduct outreach to homes of seniors or disabled person to intake applications if they are unable to come to an HCEOC office.

### **Application**

The agency utilizes a Client Registration form, completed by the applicant, to determine eligibility for programs. The form is designed to capture the demographic information needed to make a determination of appropriateness for the applicant to receive services. Based on the information presented, and the program's criteria, the applicant is approved for services, denied service, or placed on a waiting list. The agency also uses a program specific application if such an application is required by the program's funding source.

### **Interview**

Agency staff conducts interviews with all applicants. The purpose of the interview is two-fold. The first is to improve the staff's understanding of the applicant's challenges. An assessment is conducted to identify the applicant's (and household) needs to determine appropriate services. This holistic approach in providing services helps the household work toward self-sufficiency. For example, an applicant for the Low-income Home Energy Assistance Program (LIHEAP) will be scheduled to meet with a worker from the Weatherization Assistance Program (WAP). Since qualifications are similar, applicants are immediately given an opportunity to apply for other programs or services. The second purpose of the interview is to explain the service benefits, responsibilities of the applicant, and responsibilities of the agency in providing the service.

### **Referral**

At the conclusion of the interview, staff will make referrals to programs within and outside the agency. This can be done formally or informally depending upon the referral being made.

### **Monthly Reports**

Program Staff record service activities provided during the month and the results achieved for each participant. These reports are submitted to the program administrator for evaluation.

### **Evaluation**

The information from monthly and quarterly reports is used to determine the actual program compliance in meeting the goals and objectives of the service and in meeting the needs of the target population. Modifications are made when the data indicates a problem area.

All of the services provided address the needs of the disadvantaged population and attempt to stabilize, educate, and strengthen families and individuals. Program outcomes are determined by records of the number, type and purpose of contacts, number of clients served, number of services

provided, and problems solved. The measurement of success for each program is unique to the program and reflects changes made by the individual and within the family unit.

The following is a brief description of agency services:

1. Transportation: Promotes an independent, healthy, enriched lifestyle for the low-income elderly, disabled, and pre-school children. The daily bus schedule provides point-to-point service from off highway communities to shopping areas, banks, post offices, medical facilities, nutrition sites, Head Start Centers and rehabilitation facilities.
2. Drop-Out Prevention Program: Reduces the risk of high school students, with chronic unexcused absenteeism and dropping out of school before graduating. Program Facilitators work with school-referred students, parents, school counselors, teachers and administration, as well as, family court and other public agencies, to establish rapport and open channels of communication between all involved parties. Activities are conducted to help students develop positive attitudes toward school, increase self-esteem and explore career options. As a result of this focused, caring environment, students' attitudes about school changes. Students show improvement socially and academically and remain in school to graduate.
3. Language Arts Multicultural Program for Elementary Students: Assists underachieving third and fourth grade students in selected schools to improve their language arts skills, social skills and develop positive attitudes toward themselves and learning. Parents are also involved in the teaching and learning process. Each LAMP center is staffed by a teacher and an aide. In the morning, they work in the regular DOE classroom under the direction of the classroom teacher. After school hours students complete homework or participate in activities at the LAMP Center.
4. Housing Preservation Loan Program: Provide low-income homeowners with deferred, no interest loans, ranging from \$5,000 to \$15,000 for purposes of maintaining, preserving and correcting home deficiencies that are a threat to health and safety. Repayment is due when the ownership title changes or the applicant no longer occupies the building.
5. Homeowner Education: Provides education and information for potential new home buyers. The population to be served includes all low-income individuals.
6. The Emergency Food Assistance Program: Distributes Federal Surplus Food to low-income residents throughout the island on a quarterly basis. Collaborations and partnerships are established and maintained with private organizations, community groups, volunteers and churches to assist with distribution.
7. Regular and ARRA Weatherization Assistance Program: Assists low-income families to conserve energy and lower utility bills by providing free, solar heating systems, CFL's (light bulbs) and sometimes other useful energy efficient appliances such as refrigerators. Staff assist in the distribution of the CFL's, while outside contractors are utilized for installation or delivery of energy saving devices.
8. Employment Core Services for Immigrants: The program assists immigrants to obtain and maintain employment through assessments, service planning, employment readiness classes,

acculturation classes and referrals to agencies for assistance with issues arising from living in a new culture. Program staff provides case management services to facilitate access to services needed by participants and their families.

9. Low-Income Home Energy Assistance Program (LIHEAP): Assists low-income households with their utility costs. The two-part program helps to restore or prevent termination of utility service or offsets the cost of electricity or gas by crediting accounts at the utility company. Applications are taken at the district offices and the amount of the credit is determined by a point system based upon income level, household size and region where the applicant resides.
10. Economic Development Program (Rainbow Falls Connection): Comprised of a manufacturing site and retail outlet, the program produces specialty food items. The products are found in retail stores and are constantly seeking to expand sales both island- and state- wide.
11. Incubator Kitchen Program: Provides the use of established certified kitchens in Honokaa, Paauilo and Hakalau to assist low-income participants in producing their own food products.
12. Food Service: The Food Service Program is a self-sufficient income producing program. The program provides meals in Kona and Hilo that meet the daily USDA requirements. In Kona, the meals are prepared in a certified kitchen located in HCEOC's Seiganji Temple facility and delivered to preschools and the Meals on Wheels Program. In Hilo, breakfast, mid-morning snacks, lunch and after school snacks are prepared for students at the St. Joseph School cafeteria. The Hilo Kitchen also prepares lunches for Head Start, other preschools and the Meal on Wheels program.

#### **How Linkages Will Be Maintained to Fill Identified Gaps**

As part of the application process, each applicant is screened to determine his/her individual and family needs. Resources needed to meet those needs are identified. If the service is available in-house, staff will explain other programs offered and assist in scheduling an appointment with the proper program staff. Internal referral forms are used in instances where appointments are not made immediately. In-house referrals receive priority for program services. If no in-house program meets the service need, the applicant is referred to the appropriate agency in the community that can meet the identified need. This is done via a phone call.

Throughout the years, HCEOC has developed working relationships, contacts and rapport with other agencies in the community that provide services to the same population. In some cases, we have memorandum of agreements (MOA) with other agencies. However, most relationships remain informal.

Throughout the year, staff members document the needs, requests and challenges of our clients. Transportation continues to be identified as the biggest barrier for clients. Hawaii County's public transit has been unable to design routes that are meeting the needs of various communities in distant rural areas. The increase in energy costs and fuel have also increased the inquiries for transportation services and energy assistance.

### **Description of How CSBG Funds Will Be Coordinated With Other Public and Private Resources**

Coordination with public and private agencies is incorporated into the plan for service delivery. This coordination provides an efficient service delivery system and addresses the needs of a maximum number of low-income people. Hawaii County Economic Opportunity Council works closely with public and private agencies to link, coordinate and arrange access to community programs. HCEOC personnel are knowledgeable about the availability and guidelines of resources in the community. The following is a partial list of the public and private agencies with which we coordinate services on behalf of low-income people.

1. Emergency Food and Shelter: Salvation Army, Office of Social Ministry, East Hawaii Coalition for the Homeless, Food Basket, Department of Human Services, Hawaii Electric Light Company, GASCO, K. Taniguchi Markets, Coordinated Services for the Elderly, Hawaii Island United Way, County Nutrition Program, Catholic Charities, Hawaii Island YWCA, Office of Hawaiian Affairs, Alu Like, Hawaii Island Day Care and various area churches.
2. Housing the Low Income: Housing and Community Development Corporation of Hawaii, Hawaii Housing Administration, County Office of Housing and Economic Development, Farmers Home Administration, Department of Hawaiian Homelands, Office of Hawaiian Affairs, Elderly Affairs Division, Coordinated Services for the Elderly, Kalapana Association, Habitat for Humanity, Office of Social Ministry, Care-A-Van, Big Island Housing Foundation, various area churches.
3. Health: Department of Health, Public Health Nursing, Adult Mental Health, Bay Clinic, Hui Malama Na Big Island Aids Project Department of Vocational Rehabilitation, Office of aging, and urgent care offices.
4. Services for Children: Queen Liliuokalani Children's Center, Alu Like, Family Support Services, Department of Health, YMCA, YWCA, Boys and Girls Club, Department of Human Services, Salvation Army Interim Home, Hale Kipa, Probation Department, County Prosecutor's Office, Parents Inc., PATCH, Child and Family Services, Catholic Charities, Baby Safe, WIC, and the Neighborhood Place of Puna.
5. Services for the Abused: Turning Point for Families, Alternatives to Violence, Adult Protective Services, Big Island Substance Abuse Council, Prosecutor's Office, Office of Human Services, Family Court, Hawaii Island YWCA, Child and Family Services, Voluntary Case Management, County office of Immigration, Neighborhood Place of Puna, Child Welfare Office, Parent's Inc, Children's Justice Center, Hale Ho'ola, Lokahi Inc., and the Office of Aging.
6. Transportation: Department of Human Services, Coordinated Services for the Elderly, County Mass Transit, Big Island Center for Independent Living, Office of Aging, Hilo Adult Day Care, Vocational Rehabilitation Division, Brantley Center, St. Francis Dialysis Center, Goodwill Industries, Department of Health, and the Adult Mental Health Division.
7. Education and Training: Workforce Development Division, Alu Like, ILWU, University Extension Services, Department of Education Hawaii School for Adults, Hawaii

Community College, University of Hawaii at Hilo, Department of Vocational Rehabilitation, Department of Human Services, Paxen Group, and Goodwill Industries.

8. Pre-Employment and Employment: Workforce Division, Alu Like, Department of Human Services, Child Support Enforcement Agency, Catholic Charities, Goodwill Industries, Big Island Substance Abuse Council, and the Paxen Group.
9. Other: Hawaii County Council, Office of the Mayor, Hawaii County Parks and Recreation, Hawaii Chamber of Commerce, Workforce Investment Board, and Legal Aid.
10. Collaborative relationships have been established with the aforementioned agencies and offices to provide for the needs most common to the low-income population. In situations where referrals occur, HCEOC procedures are as follows:
  - Inform service delivery resource agency by direct personal contact or by telephone;
  - Submit intake collection forms; and
  - Follow-up referrals with service delivery resource agency by direct personal contact or telephone.

HCEOC's District Council Board, situated in each district is cognizant of all agency programs and services. These Boards act as advisors for district programs and review program statistics and data at their regular monthly meetings. They also act as liaisons with community groups, senior centers, and others interested and involved in low-income programs.

HCEOC will continue to coordinate with other public and private resource agencies and governmental offices in order to satisfy identified gaps in services and to assure continuation of an efficient service delivery system that addresses the needs of a maximum number of disadvantaged persons.

#### **Description of Innovative Community and Neighborhood Based Initiatives Related to the Purposes of the CSBG Act**

HCEOC is a participating member of various Hilo-Hamakua task forces to develop plans and implement interventions to alleviate problems of the distressed communities of East Hawaii for the past 16 years. Comprehensive plans have been developed with community input and are presently being implemented. HCEOC's specific involvement in the implementation of the plan includes the creation of jobs in the renewable energy industry.

HCEOC's innovative solution to the community's concerns on rising fuel costs, proposes alternative energy, which would thereby create a new industry and workforce in the renewable energy field. HCEOC projects that within a three (3) year period, the project will have established a self-supporting small industry of manufacturing and marketing of renewable energy devices. This initiative will have created fifty (50) new jobs for former TANF and low-income clients, contributing to the reduction of welfare clients in East Hawaii. The establishment of the new and non-polluting renewable energy industry will be consistent with reaching Hawaii's goal of diversification. The outcome will also alleviate the high cost electricity rates for Hawaii County residents.

Other initiatives for employment include:

1. Temporary Aid to Needy Families (TANF) Internships:

- Food Service Internships: An 88 hour classroom and hands on training in Food Service which gave an overview of the industry, which culminated in a certificate of completion in basic Food Service. The award called for training 10 low-income, TANF eligible participants to gain skills for employment.
- Renewable Energy: A three (3) year Federal Department of Health and Human Service grant to provide a 1 year training program for 50 low-income individuals in various areas of the renewable energy industry. The job training program will include one-year training at the Community College. This includes welding and hands-on training in assembling photo voltaic and thermo electric systems resulting in students becoming fabricators and installers for the renewable energy industry.

2. Our youth initiative will be met through:

- Language Arts Multi Cultural Program (LAMP) is a program for under achieving 3<sup>rd</sup> and 4th graders. A critical area is the Kau district where the program is located in the Naalehu Elementary School. The area has a large Marshallese population which lives in sub-standard housing in extreme poverty conditions. The program has hired a Marshallese speaking staff that will assist in communication and cultural barriers.



## **APPENDICES**

## **PUBLIC HEARING NOTICE**

- Public Hearings - STAR BULLETIN
- END DATE: August 17, 2009
- START DATE: August 10, 2009

#### Notice of Public Hearing

The State Office of Community Services (OCS) is soliciting public comment on the Community Services Block Grant (CSBG) State Application and Plan for Federal Fiscal Years 2011 & 2012. The CSBG Program is a federally funded program that provides for the delivery of a range of services that address the needs of low-income individuals and families and seeks to ameliorate the causes and condition of poverty. CSBG services and activities are operated statewide by designated Community Action Agencies located in each county. The public is invited to provide comment on the proposed use and distribution of CSBG funds as described in the CSBG State Application and Plan.

A public hearing on the CSBG State Application and Plan is scheduled for Tuesday, August 18th, 2009, at 1:30 p.m. at the Hawaii State Capitol, Room 325 located at 415 South Beretania Street, Honolulu, Hawaii 96813. Those wishing to testify at the hearing should provide three (3) copies of their written testimony by 4:30 p.m. on Thursday, August 13th, 2009 to the following address:

ATTN: Dawn Hirakawa, Program Specialist  
Office of Community Services  
830 Punchbowl Street, Room 420  
Honolulu, Hawaii 96813

The proposed CSBG State Application and Plan is available for review Monday – Friday from 9:00 a.m. to 4:00 p.m. at the following statewide locations:

Office of Community Services  
830 Punchbowl Street, Room 420  
Honolulu, Hawaii 96813  
Tel: (808) 586-8675

Hawaii County Economic Opportunity Council  
47 Rainbow Drive  
Hilo, Hawaii 96720  
Tel: (808) 961-2681

Maui Economic Opportunity, Inc.  
99 Mahalani Street  
Wailuku, Hawaii 96733  
Tel: (808) 249-2990

Kauai Economic Opportunity, Inc.  
2804 Wehe Road  
Lihue, Hawaii 96766  
Tel: (808) 245-4077

Honolulu Community Action Program  
33 South King Street, Suite 300  
One South King Building  
Honolulu, Hawaii 96813  
(808) 521-4531

By: Sam Aiona, Executive Director  
Office of Community Services  
830 Punchbowl Street, Room 420  
Honolulu, Hawaii 96813  
(808) 586-8675  
(SB 140657 8/10/09)